



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

COLLECTIONS SPECIALIST – Fixed Term Contract (FTC)

Job Objective

- The position of collections centre specialist consists of contacting and notifying clients of delinquent accounts by telephone to solicit payment. It also entails to gain an understanding of each customer's circumstances and negotiate repayment to protect or collect revenues for the bank.

Role Accountabilities

- High volume of phone calls will be assigned to contact delinquent customers and/or correspondence
- Negotiate for repayment deadlines and track the payment and repeated calls if necessary.
- Assisting customers regarding collection issues, resolve client discrepancies.
- Responsible for monitoring and maintaining assigned accounts-
- Accountable for reducing delinquency for assigned accounts
- Perform other assigned tasks and duties necessary to support the assigned branches.
- Meet defined department goals and activity metrics.

Educational qualifications

- Should have passed the G.C.E. Ordinary Level Examination including 2 'C' passes for English & Mathematics

Work experience

- Minimum of 6 months experience in similar capacity with other financial/ non-financial institutions on debt collection will be an added advantage

Age

- Between 24 and 30 years

Competencies

- Fluency in two languages minimum
- Flexibility to work on weekends & holidays
- Knowledge of various collection techniques
- Excellent communication skills
- Problem-solving and critical-thinking skills
- Must have good computer literacy and email
- Must have the ability to make fair and ethical decisions in tough circumstances
- Highly self-motivated with strong interpersonal skills
- Demonstrate high level of ethical commitment and trustworthiness
- A team player
- Selected candidates will be given on the job training
- Assignments will be based in Colombo

All applications must reach us by.

24th December 2021 via e-mail to
careers@hnb.lk

(Please mention the position applied for in the subject of your e-mail)