

BANKING ASSISTANT CALL CENTRE (MALABE)



Ideal candidates should;

- be below 26 years of age
- have passed the GCE O/L with credit passes for English and Mathematics and 3 passes at GCE A/L for the main subjects in one sitting (excluding General English)
- possess minimum 2 years' experience in the banking or financial services sector including minimum 1 years' experience in a Call Centre/customer service/ recoveries
- possess strong oral and written communication skills. Being trilingual will be a definite advantage
- have good listening skills, interpersonal skills, data entry skills and telephone skills
- be motivated to provide excellent customer service
- be flexible with working hours

You will be mainly responsible to serve customers professionally by determining their requirements, answering inquiries, handling complaints, resolving problems and fulfilling customer requests in a timely manner while adhering to the policies and guidelines of the Bank.

A competitive remuneration package and other fringe benefits as well as structured career advancement opportunities and extensive training are on offer for the chosen candidate.

*We are an equal opportunity employer. Any form of canvassing is discouraged.
Correspondence will only be with the short-listed candidates.*

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by 14 July 2021.

**Senior Vice President (Human Resources)
DFCC Bank PLC, 73/5 Galle Road, Colombo 03
website - www.dfcc.lk**