



DEMONSTRATE BUSINESS AWARENESS AND AN ENTREPRENEURIAL MINDSET

Demonstrate keen business awareness and entrepreneurial skills to capitalise on business opportunities.

CREATE TOMORROW

We are among Sri Lanka's fastest growing Banks, driven by dynamic vision for our future. We have adopted industry best practices and world class technology. Paramount to our success is our rigorous employee selection process, where each individual is mapped to a specific task within the Bank.

Customer Care Specialist – Contact Centre (Fixed Term Contract)

Job Profile

- Ensure that a consistently high level of service is provided to all customers reaching the bank through the VIP channel
- Achieve service levels and abandon rates stipulated by the service manual
- Ensure that all Internal Business Systems and processes are followed when dealing with clients
- Understanding customer life style to better equip with the specialized servicing functions of the unit

Special Skills

- Good knowledge in Computer literacy
- Good knowledge in bank products, services and sales
- Telephone etiquette
- Excellent communication and customer service skills

We are looking for candidates who demonstrate following values to "CREATE TOMORROW";

- Drive unparalleled customer experiences
- Exercise innovative leadership
- Demonstrate Business awareness & an entrepreneurial mindset
- Focus on data-centric decision making
- Commit to excellence

Experience & Qualifications

- An academic record that includes completion of GCE O/L and A/L examinations
- Previous experience in Customer Service would be an added advantage

Please forward your updated CV to careers@nationstrust.com specifying the vacancy which you are applying for on the subject line.

Kindly note that only shortlisted candidates will be called for interview