



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.

MANAGER - CONTACT CENTRE (FIXED TERM CONTRACT)

Role Accountabilities

- Planning, organizing, executing and achieving operational goals and targets (KPIs).
- Assign duties to operation teams and carryout assessments.
- Anticipate & plan for possible roadblocks that may impede one's ability to accomplish the work on time & with desired quality.
- Provide specific development points that enhance/ improve teams performance.
- Supervise and coordinate activities of team supervisors, Contact Centre associates to ensure an effectiveness of operations
- Develop and guide the work structures, processes and procedures to improve efficiency and effectiveness of operations
- Analyse the symptoms & various issues raised to identify the root cause of the problems faced by the customers
- Constantly maintains two-way dialogue with others on work & results to ensure development plan is executed.
- Provide inputs to HR team for design of reward and recognition programs.
- Coordinate with HR team for KRA settings and performance appraisals.
- Actively involve in building a culture conducive for employees' productivity and satisfaction.

Educational Qualifications

- Degree from a recognized university
- CIM/CIMA will be a definite advantage

Relevant Experience

- Above 5 years of experience in call centre operations management in a BPO
- Experience in managing large workforce

Competencies

- People Management Skills
- Execution Excellence – Planning, organizing & implementing
- Customer Centricity – Client focus & understanding needs
- Teamwork & Collaboration – Constructive Engagement

Interested candidates are invited to apply for the position
All applications must reach us by.

16th March 2022 via e-mail to
careers@hnb.lk

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

