

# Be a part of Sri Lanka's Most People Friendly Bank



## Internship – Contact Centre

We are looking for an energetic, pleasant and dynamic individual who could be a part of a team that delivers excellence.

### Job Role

- Manage large amounts of inbound calls in a timely manner
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Meet personal/team qualitative and quantitative targets
- Should be able to work under flexible hours

### Candidate Profile:

- Strong phone and verbal communication skills along with active listening
- Customer focus and adaptability to manage different personality types
- Ability to multi-task, set priorities and manage time effectively
- Passed G.C.E Ordinary Level
- Sound knowledge in Microsoft office packages
- Should be fluent in all 3 languages (English, Sinhala & Tamil)

Send your CVs to [careers@amana.lk](mailto:careers@amana.lk) indicating the position applied for in the subject line

*Only shortlisted candidates will be notified*



It's *Your* Bank

**Amāna Bank**

