

Elevate your career with us & be the voice that leaves a lasting impact!

Apply now! Your next adventure awaits at  
**AMANA BANK - CONTACT CENTRE!**



## Internship at Contact Centre

Join our dynamic Contact Centre Team, where every conversation is a chance to make a difference! If you thrive in a fast-paced environment, willing to connect with people and possess excellent communication skills, we want you to be a part of our team!

### 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 verbal communication skills in all 3 languages (English, Sinhala & Tamil) 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 and passionate to pursue higher education / professional qualifications
- Sound knowledge in Microsoft Office packages

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

**Amãna Bank**

