

**JOIN THE MINDS
REIMAGINING
FINANCE THROUGH
INNOVATION**

SENIOR EXECUTIVE OPERATIONS

The Job

- Ensure adherence to all standardized operational procedures as per operations manuals and maintain accuracy in account opening documentation.
- Perform Customer Verification as per Central Bank and Operational regulations.
- Support the team in customer maintenance and payment solutions.
- Identify, report, and resolve operational risk events.
- Improve efficiency through execution of simplification, streamlining, digitization and automation initiatives.
- Ensure a high standard of service through follow-up on day to day operations by liaising with business units and support divisions.
- Support Company's Key initiative/projects by actively participating in UATs.

The Person

- Possess at least 3 years of experience in Branch Banking or at a Central Operation Unit of a commercial bank / reputed financial institution.
- Experience in handling CEFT/ SLIPS and payout solutions is preferred.
- Full / part qualification in Banking or CIM/CIMA/ACCA or a bachelor's qualification.
- Certification in Six Sigma will be an added advantage.
- Knowledge in KYC, AML Procedures and Current Account Operations.
- Higher level of computer literacy.
- Excellent communication and customer service skills.
- Ability to work under pressure.

Application Procedure

If you are confident that you meet the above expectations, please forward your CV to dfcareers@dialog.lk with the post applied for as the subject.

