

JOIN THE MOST AWARDED BANK IN SRI LANKA



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

Team Lead – Contact Centre (Fixed Term Contract)

We are seeking dynamic and energetic individuals who possess a customer-focused mindset with a commitment to delivering exceptional service.

JOB PROFILE

- Address and resolve escalated customer issues
- Performance monitoring and Supervision
- Workforce management
- Training and development

APPLICANT'S PROFILE

- Less than 35 years of age
- Minimum of two (02) years of experience in a similar role
- Exceptional communication skills
- Ability to self manage and use initiative to prioritise tasks whilst remaining calm under pressure
- Ability to motivate and coach team members to achieve desired results
- Adaptability to situations and circumstances

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk

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 **COMMERCIAL BANK**