



EMPLOYEES' TRUST FUND BOARD

(Under the purview of Ministry of Finance)



VACANCIES

The Employees' Trust Fund Board formed by Parliament Act No. 46 of 1980 and functions under the Ministry of Finance provides social security for members. It is the second largest superannuation fund in the country. The fund base is over Rs. 380 Billion and has 19 Regional Offices island wide. At present the contributing membership of the fund is approximately 2.8 million and covers 83,000 Employers.

The Board wishes to recruit qualified and dynamic professionals who are citizens of the Sri Lanka to fill the following vacancies.

1. Deputy General Manager (Member Services)- (HM 1-3)

Qualifications and Experience

External : A Bachelor's degree in Management /B.Sc (Science Stream)/BA/B Com/Sociology/B.Sc (Public Administration/Business Administration), Human Resources from a university recognized by the U.G.C. and a postgraduate degree qualification (Masters') in the relevant field or Corporate Membership of a recognized professional institution with minimum of 18 years experience in Managerial Level out of which 03 years should be in the senior managerial level in a Corporation, Board or a reputed Mercantile Establishment.

Internal : Minimum of three (03) years satisfactory service in a post in the Senior Manager Category (HM 1-1) in the subject area relevant to the post.

(Preference will be given to those who possess the skills and experience mentioned in the cage below)

Salary Scale : Rs. 86,865/- 15x2,270= Rs. 120,915/-

Salary Point : Rs. 86,865/-

Age : Age should be not less than 35 years and not more than 55 years

2. Assistant General Manager (Member Accounts) – (HM-1-1)

3. Assistant General Manager (Member Services & Claims)- (HM 1-1)

Qualifications and Experience

External : A Bachelor's degree in Management /B.Sc (Science Stream)/BA/B Com/Sociology/B.Sc (Public Administration/Business Administration), Human Resources from a university recognized by the U.G.C. and a postgraduate degree qualification (Masters') in the relevant field or Associate Membership of a recognized professional institution with minimum of 15 years experience in Managerial Level in a Corporation, Board or a reputed Mercantile Establishment.

Internal : (1 or 2 below)

1. Having obtained the qualifications required by the External Candidates above.
2. Minimum of Five (05) years satisfactory service in a post in the Manager Category (MM 1-3) – Grade I in the subject area relevant to the post.

(Preference will be given to those who possess the skills and experience mentioned in the cage below)

Salary Scale : Rs. 80,295/- 15x2270 = Rs. 114,345/-

Salary Point : Rs. 80,295/-

Age : Age should be not less than 35 years and not more than 55 years.

- Proven track record of handling large customer base.
- Ability to identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customers through open and interactive communication.
- Initiate to build required customer service units, calls centers etc.
- Introduce effective process to honour refunding of benefit claims with in specific time frame.
- Re-engineering of process relates to customer services to enhance customer service.
- Provide accurate, valid and complete information by using the right methods/tools
- Build effective and proactive customer service team
- Handle customer complaints, provide appropriate solutions and alternatives within the specify time limits; follow up to ensure resolution

The selected candidates are entitled to the Government approved cost of living allowance and other fringe benefits enjoyed by state organizations of similar status.

The other benefits enjoyed by the employees in above salary categories of ETFB currently are:

- Annual Bonus
- Monthly Incentive on performance and attendance
- Medical Bills reimbursement (Routine and Hospitalization)
- Housing and Vehicle loans at concessionary interest rates

In addition, a Vehicle and fuel allowance as per Public Enterprises Circulars would be provided.

Applications containing brief Bio-Data with copies of certificates and names and contact details of two non-related referees should be sent under registered cover marking the post on the top left hand corner of the envelope to reach the undersigned on or before **25.01.2021**. Applications from employees in Govt Departments, Corporations, and Boards etc. should be forwarded through the Heads of such institutions, indicating whether the applicant can be released if selected.

Chairman/CEO
Employees' Trust Fund Board
P.O Box. 807 , 1st Floor, Labour Secretariat
Colombo 5.