

# BUILD YOUR CAREER WITH CARGILLS BANK

## MANAGER – ALTERNATE CHANNELS

The job holder would be required to develop and support Agent Banking, Mobile Banking, and Digizones to be the preferred channels for Personal Banking Customers and contribute towards achieving the Bank's Growth and Profitability targets.

### KEY RESPONSIBILITIES

- ✓ Plan, execute and monitor uptake of Cargills Cash, Mobile Banking, and Digizones by Personal Banking Customers
- ✓ Plan and implement annual business strategies of the unit and report progress periodically to the management using Dashboards
- ✓ Work closely with necessary internal units and external agents, etc to ensure stable and effective service delivery/ Manage agent banking channels, agent service level agreements, allocation of resources, minimum service downtimes, compliance, internal controls, etc
- ✓ Attend to Agent, internal and external customer queries and complaints in line with the customer service standards of the Bank
- ✓ Identify and implement the latest market developments in Agency Business
- ✓ Assist in onboarding of new Merchants to the Bank
- ✓ Develop agent banking training curriculum and oversee delivery of the training plan
- ✓ Initiate business cases and product concepts for value added services on agent banking and obtain necessary internal /external approvals
- ✓ Maintain high level of operational excellence and ensure compliance with all applicable Laws and Regulations issued by CBSL on Agency Banking and Mobile Payments
- ✓ Closely monitor the market for changes in customer behaviour, preferences, competition, policies and regulations, etc

### EXPERIENCE & QUALIFICATIONS

- ✓ Full/part qualification in Banking or Finance
- ✓ A Degree from a recognized university would be advantageous
- ✓ Minimum 06 years of experience in handling similar job functions
- ✓ Understanding of Agent Banking/ Exposure to digital channels and direct sales operations would be a definite advantage
- ✓ Good interpersonal, negotiation and analytical skills
- ✓ Must be a leader with a performance driven and process-oriented mind-set
- ✓ High level of computer literacy (MS Office/Excel)

Interested candidates are invited to forward their CVs to **career@cargillsbank.com** mentioning the post applied for, in the subject line of the email on or before **14<sup>th</sup> August 2022**.

**Head of Human Resources**  
**Cargills Bank Limited**  
No. 696, Galle Road, Colombo 03.

Log in to: [www.cargillsbank.com](http://www.cargillsbank.com)

