

JOIN THE BANK FOR EVERYONE



Senior Banking Assistant – Customer Experience Unit

You should ideally;

- have passed the GCE O/L with credit passes for English and Mathematics and 3 passes for the main subjects at GCE A/L (excluding General English)
- possess 5 years' experience preferably in the banking or financial services sector with exposure to customer service / customer relationship management
- possess the knowledge and skills on Google applications
- possess good verbal and written communication skills
- possess good telephone etiquette and be able to comprehend customer queries
- be able to work towards strict timelines

Your main responsibilities will be;

- handling customer complaints routed through all channels by offering the end customer a satisfactory solution within the SLA and as per the Bank regulations
- identifying root causes for received complaints implementing solutions
- managing customer inquiries routed through multiple channels
- continuous monitoring of customer touch points and service standards to customers

Applicants who do not possess 5 years of relevant experience may be considered for recruitment at junior levels.

A competitive remuneration package and other fringe benefits as well as structured career advancement opportunities and extensive training are on offer for the chosen candidate.

As a bank, we are an equal opportunity employer, committed to promoting an inclusive environment and diverse environment. Recruitment to the Bank is based solely on merit and competency for the job role irrespective of other characteristics that make our employees unique.

Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates.

Please apply via <https://dfccjobportal.peopleshr.com> by filling the online application form and submit same on or before 09 August 2022.

Senior Vice President (Human Resources)
DFCC Bank PLC, 73/5 Galle Road, Colombo 03
website - www.dfcc.lk

☎ 0112 350000 🌐 www.dfcc.lk



ICRA Lanka Rating (SL) AA- (Stable), Fitch Rating A+ (Stable), Licensed commercial bank supervised by CBSL.

