

# BUILD YOUR CAREER WITH CARGILLS BANK



## Assistant Manager / Executive - Contact Centre

### KEY RESPONSIBILITIES

- ✓ Ensure consistent, quality service through all communication channels and deliver a great customer contact experience
- ✓ Ensures service targets, SLA's and KPI's are continually reviewed and expectations are met with optimum levels of quality service delivery
- ✓ Summarize, collect, analyze call center trends and data for regular performance reports and present the same to the Management
- ✓ Lead team meetings in order to focus on individual and team targets (KPIs) to be achieved for all agents
- ✓ Coordinate training programmes for all agents to ensure that they are knowledgeable on all aspects of services
- ✓ Be the first contact resolution and attend to customer feedback with the Manager - Customer Relations
- ✓ Embed a performance culture, framework, review processes to achieve service levels and improvements against set targets

### EXPERIENCE & QUALIFICATIONS

- ✓ Professional qualifications in Banking or equivalent. A Degree is preferred
- ✓ Minimum 05 years' experience in a similar capacity
- ✓ Exceptional skills in training and guiding the staff
- ✓ Previous experience in monitoring and managing the operation across all shifts in a Contact Centre (including the night shift)
- ✓ Excellent understanding of technology, software applications, phone and computer systems

Interested candidates are invited to forward their CVs to [career@cargillsbank.com](mailto:career@cargillsbank.com) mentioning the post applied for, in the subject line of the email on or before **04<sup>th</sup> December 2022**.

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

