

BUILD YOUR CAREER WITH US!

Sarvodaya Development Finance PLC is the first development finance company in Sri Lanka. We are committed to provide financial solutions for the development of the most needed rural communities of the nation. Sarvodaya Development Finance provides finance solutions to domestic industries, SMEs and Agricultural sector through our 51 branches spread over the island covering all districts.

The following positions are created for dynamic, result oriented, proactive individuals with proven track records who wish to join with our growing workforce to lead them.



CALL CENTER AGENTS – HEAD OFFICE (EXECUTIVE / SENIOR EXECUTIVE)

Job Role

- Respond efficiently and accurately to callers, explaining possible solutions, and ensuring that client's feel supported and valued.
- Responsible to achieve Collection KPIs which are provided by the Management
- Engage in active listening with callers, confirming or clarifying information, and diffusing angry clients, as needed.
- Build lasting relationships with clients and other call center team members based on trust and reliability
- Utilize software, databases, scripts, and tools appropriately
- Handle questions or complaints professionally
- Update account status and database regularly

Qualifications and Experience Required

- Minimum of 2, 3 years' experience in call center operations in a Bank or a Finance Company
- Passed GCE Advanced Levels with minimum 3 credit passes
- Ability to communicate in Sinhala and English. Fluency in Tamil language will be an added advantage

Age Limit: Less than 30 years

Salary is negotiable according to skills and experience

How to Apply

Interested qualified candidates should send their Curriculum Vitae and copies of their Educational/Professional transcripts and the names, addresses and contact numbers of two professional non-related referees via careers@sdf.lk on or before 03rd February 2023

All applications will be treated in strict confidential and any form of canvassing will be regarded as a disqualification. The SDF reserves the right to decide the selection, postponement or cancellation of recruitment or any other action and/or change the selection criteria for this recruitment.



Head of Human Resources

Sarvodaya Development Finance PLC

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