

JOIN THE MOST AWARDED BANK IN SRI LANKA



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the most awarded Bank in Sri Lanka, continue to progress steadily while being listed amongst the Top 1000 Banks in the world for the 12th consecutive year. Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

Customer Experience Manager

Job Profile

- Study and strategize aspects related to Bank wide Customer Experience
- Develop customer service related policies, guidelines, manuals in consultation with relevant stakeholders
- Establish Service Level Agreement (SLA) for key activities in consultation with relevant stakeholders
- Coordinate and conduct customer service related training for staff through staff development centre
- Conduct customer service oriented market studies and research
- Conduct customer surveys and obtain customer feedback on their experiences
- Share customer sentiments/ Feedback with Business units / user experience developers of internal units

Applicant's Profile

- Possess a professional qualification or a Bachelor's Degree or a Masters Degree in Marketing from a recognized University
- Minimum of five (05) years of work experience in customer service in a similar capacity
- Exceptional written and verbal skills with a good command of English
- A service-oriented individual with an analytical approach which displays on-the-job critical thinking skills
- Excellent organizational skills as well as the ability to prioritize customer relations
- Interpret insights from quantitative and qualitative data
- A good team player with strong inter-personal skills and have an empathetic approach to customers and staff

Customer Experience Officer

Job Profile

- Assisting in collating data and Information received to strategize aspects related to Bank wide Customer Experience
- Assisting in conducting customer surveys and obtaining customer feedback in a timely manner on their experiences
- Develop Dashboards on the results of the surveys and studies to measure the feedback and to track changing trends in a timely manner for easy decision making
- Capture important feedback and information as necessary for customer service related training for staff
- Assist in conducting customer service oriented market studies and research
- Collating customer sentiments / feedback to be shared with the relevant Business units / user experience developers of internal units

Applicant's Profile

- Possess a diploma from a recognized Marketing Institute
- Minimum of two (02) years of work experience in customer service in a similar capacity
- Exceptional written and verbal skills with a good command of English
- A service-oriented individual with an analytical approach which displays on-the-job critical thinking skills
- Excellent organizational skills as well as the ability to prioritize customer relations
- A good team player with strong interpersonal skills and have an empathetic approach to customers and staff

Successful candidates will be provided with an attractive remuneration package including fringe benefits, commensurate with benchmarked financial institutions.

Please visit Commercial Bank official website www.combank.lk to apply within 10 days of this advertisement. The application forwarded through postal mail or by hand or any other mode will be disregarded.

To apply, please visit

www.combank.lk → Careers → Open Positions → Customer Experience Manager / Customer Experience Officer

 **COMMERCIAL BANK**

Our interest is in you