



Are you driven by ambitious goals for your future?

Seylan Bank, one of the most progressive banks in the country, is seeking a competent and forward thinking person to fill the following vacancy. This is your opportunity to join our dynamic team and move towards your career goals.

Recovery Agency Coordinator – Card Centre

Job Responsibilities

- Responsible for motivating, managing and guiding the agency collectors to ensure their continued focus towards achievement of recovery targets.
- Ensuring that external agency targets in terms of monthly resolution and stabilization are being met.
- Respond to customer queries and negotiating with them into amicable settlements, when required.
- Ensuring skip accounts and cases requiring legal action have been identified and handed over as per policy
- Visit the recovery agencies frequently and monitoring their performance on constant basis.
- Tracking efficiency & effectiveness of the external agencies and providing feedback to the field collectors.
- Guide the field collectors on specific cases to ensure maximum resolution.
- Conduct training and up-skilling the agency coordinators and collectors.

The Person

- Minimum 5 years experience with 2 years exposure in recoveries.
- Strong communication, Leadership skills, Coordination and team building skills
- Ability to pay attention to work quality, details and accuracy.
- Ability to communicate at all levels of the organization both internally and external

Applicants are invited to submit an updated CV along with a recently taken photograph by emailing the CV to careers@seylan.lk within 7 days of this advertisement