

BUILD YOUR CAREER WITH CARGILLS BANK



MANAGER – DIGITAL

The job holder would be required to develop and support Agency Banking, Digital Banking, Digital payment solutions and other Digital Applications to be the preferred channels for Banking by Customers and contribute towards achieving the Bank's Growth and Profitability targets.

KEY RESPONSIBILITIES

- ✓ Initiate, support & drive development of Agency Banking, Internet & Mobile Banking, Justpay and Lanka QR solutions, Chatbot and other digital applications by IT
- ✓ Plan, execute and monitor uptake of Agency Banking, Internet & Mobile Banking, Justpay and Lanka QR solutions, Chatbot and other digital applications by Banking Customers (Retail & Corporate)
- ✓ Plan and implement annual business strategies of the unit and report progress periodically
- ✓ Work Closely with internal units and external agents/aggregators/Central Bank of Sri Lanka to ensure stable and effective service delivery including agent service level agreements, allocation of resources, minimum service downtimes, compliance, controls, etc
- ✓ Attend to Agent, internal and external customer queries and complaints in line with the customer service standards of the Bank
- ✓ Identify and implement the latest market developments in Digital Banking services
- ✓ Assist in onboarding of new Merchants to the Bank
- ✓ Develop training curriculum related to all areas of the domain and oversee delivery of it
- ✓ Maintain high level of operational excellence and ensure compliance with all applicable Laws and Regulations issued by CBSL on Agency Banking and Mobile Payments
- ✓ Closely monitor the market for changes in customer behaviour, preferences, competition, policies and regulations, etc

EXPERIENCE & QUALIFICATIONS

- ✓ Fully conversant with digital apps and digital delivery of banking & financial services
- ✓ A degree from a recognized university/full or part qualification in Banking or Finance would be advantageous
- ✓ Minimum of 02 years supervisory experience in handling similar job junctions
- ✓ Understanding of Agency Banking /Exposure to digital channels and direct sales operations would be a definite advantage
- ✓ Good interpersonal, negotiation and analytical skills
- ✓ Must be an independent leader with a performance driven and process-oriented mind-set with ability to deliver many parallel projects under pressure
- ✓ High levels of computer literacy (MS Office/Excel etc.)

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **7th February 2024**.

Head of Human Resources
Cargills Bank Limited
No. 696, Galle Road, Colombo 03.

Log in to: www.cargillsbank.com

