



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

SPECIALIST - HUMAN CAPITAL (CONTACT CENTRE)

Duties and Responsibilities

- Identify hiring needs and carry out recruitment drives in the contact centre
- Responsible for carrying out a smooth onboarding process for new recruits
- Plan, coordinate and carry out interviews with candidates
- Implement effective sourcing, screening, and interviewing techniques
- Carry out documentation requirements for all Talent Acquisitions and Exits
- Manage system access controls and relevant documentation
- Implement / review performance appraisals
- Develop fair HR policies and ensure employees understand and comply with them
- Assess training needs and coordinate learning and development initiatives for all employees
- Address labour related concerns
- Employee engagement and grievance handling

Educational Qualifications

- Full / Part professional qualification or a degree in HRM

Skills and Capabilities

- Prior work experience as a HR Administrator and knowledge of processes for all elements of the employment lifecycle
- Knowledge in MS Office
- Strong communication skills both oral and written
- It is mandatory to have experience in HR systems/platforms
- Strong skills in running HR reports from HR platforms
- Evidence of self-motivation and a proactive approach
- Great attention to detail and well organised
- Ability to multi task
- Ability to deal with conflicting priorities
- Ability to react with flexibility to ad-hoc requests

Relevant Experience

- Previous experience in a BPO/Contact Centre
- Proven work experience as an HR Executive or in a similar role
- Familiarity with Human Resources Management Systems and Applicant Tracking Systems, preferably with experience in full-cycle recruiting, good knowledge of labor legislation (particularly employment contracts, employee leaves, and insurance) would be added advantages

15th March 2024

APPLY VIA XPRESSJOBS

