



Growth is a mindset. Ready to nurture yours?

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.

Digital Banking Officer/Executive – KIOSK, eStatements & SMS

Job Responsibilities

- Ensure smooth operation of Digital Channels pertaining to KIOSKs, eStatement and SMS management and achieving SLAs.
- Liaise with IT/OPs and other partners being the key point of contact for all digital channel requirements.
- Prepare and provide required reports and information with regards to market research and customer behavior insights in a timely manner.
- Support new and existing product development on assigned products and carryout competitor analysis on assigned digital activities.
- Travel to different parts of the country and collaborate closely with Branch and Area Managers to identify and recommend Off-site KIOSK locations.
- Drive and support marketing initiatives, process improvements and automation efforts for all digital channels.
- Drive to increase usage of digital banking channels and provide innovative ideas to improve products.
- Ensure smooth management of projects with vendors/stakeholders.

The Person

- Minimum 05- 06 years experience in banking of which 03 years in branches in handling Digital Channels (Mobile Banking, Internet Banking, ATM, CDM, CDK, etc.)
- A Diploma or higher qualification in computer studies from a recognized professional body along with full or partial qualification in marketing or related field.
- Excellent communication and analytical skills.
- Ability to thrive in a fast paced environment and adapt to evolving technologies.

If you fulfill the above criteria, we invite you to email your cv along with a recently taken photograph to careers@seylan.lk within 7 days of this advertisement.

Only the shortlisted candidates will be contacted by Seylan HR