

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 the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

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.

Assistant Manager Customer Journeys and Research

JOIN US IN CREATING VALUE THROUGH CUSTOMER JOURNEYS

BE THE ARCHITECT OF UNFORGETTABLE CUSTOMER EXPERIENCES!

Are you passionate about understanding customer behavior, optimizing journeys and driving impactful experiences?

We are looking for a strategic thinker with an analytical mindset to take our customer journey initiatives to the next level

WHAT YOU WILL DO

- **Craft Personalized Customer Experiences** – Leverage analytics and CRM tools to create tailored experiences that resonate with evolving customer needs
- **Optimize Customer Journeys** – Map, analyze and enhance touchpoints, ensuring seamless, engaging and emotionally impactful interactions
- **Drive Data Driven Decisions** – Transform customer feedback into actionable insights, influencing service standards, product improvements and strategic initiatives
- **Monitor & Elevate Customer Satisfaction** – Analyze CSAT, NPS and Customer Effort Scores to identify service gaps and enhance the overall customer experience

WHAT WE'RE LOOKING FOR

- Minimum 5 years of experience in customer experience management, with exposure to digital transformation projects as a plus
- Proficiency in customer analytics tools, CRM systems and data driven insights
- Hands on experience in customer journey mapping, feedback analysis and process optimization
- Bachelor's degree in Marketing, Business Administration or a related field

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk

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 **COMMERCIAL BANK**