

BE PART OF OUR

# GROWTH STORY

## ASSISTANT MANAGER PFS COLLECTIONS



### You should ideally:

- possess a bachelor's degree in Finance, Accounting, Business Administration, or a related field, with a strong background in banking or finance
- have 3-5 years of experience in collections, recoveries, or credit management within the banking or financial services industry
- demonstrate a proven track record of managing stage 1 & 2 credit card portfolios and preventing new Non-Performing (NP) accounts
- be proficient in using collection systems and possess strong analytical skills for data interpretation and reporting
- exhibit excellent communication, interpersonal, and team leadership skills, with a focus on customer-centric approaches and complaint resolution
- perform in your current job role for a minimum of two years

### You will be mainly responsible for:

- managing the recovery efforts for stage 1 and 2 credit card portfolios, aiming to prevent new Non-Performing (NP) credit cards and maintain healthy collection ratios
- supervising and guiding the team, ensuring effective customer management and portfolio coverage
- coordinating closely with branches and other internal stakeholders to resolve recovery matters and address challenges efficiently
- maintaining and updating portfolio data, generating accurate reports, and providing actionable insights to senior management on payment patterns and customer behavior
- ensuring strict adherence to the bank's collection system, policies, and all regulatory guidelines within your team and operations

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency irrespective of other characteristics that make our employees unique. Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to [recruit@dfccbank.com](mailto:recruit@dfccbank.com) with the post applied for in the subject by **25<sup>th</sup> June 2025**.

Chief Human Resource Officer  
DFCC Bank PLC 73/5,  
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Fitch Ratings A (lka)  
Licensed Commercial Bank supervised by CBSL

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