

BE PART OF OUR

# GROWTH STORY

**CONTACT CENTRE REPRESENTATIVE  
(FIXED TERM CONTRACT)  
LOCATION- MALABE**



**You should ideally:**

- be below 25 years of age
- possess strong communication skills in English & Tamil will be a definite advantage
- possess excellent interpersonal skills
- possess good problem solving skills
- be motivated to provide excellent customer service
- be flexible with working hours

**You will be mainly responsible for:**

- informing the Bank's products and services to existing and potential customers
- cross selling products and services over the phone to customers
- listening to customer inquiries and providing effective solutions in a timely manner
- assisting in conducting surveys on customer satisfaction levels and resolving complaints

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 **14th July 2025**.

Chief Human Resource Officer  
DFCC Bank PLC 73/5,  
Galle Road, Colombo 03

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Fitch Ratings A (Ika)  
Licensed Commercial Bank supervised by CBSL