

PEOPLE'S BANK

People's Bank, a premier bank in Sri Lanka with the largest customer base providing innovative financial solutions to its diversified clientele for over six decades and as a conducive environment for those who strive to achieve excellence and believe in professionalism, the Bank is looking for a talented & dynamic individual to fill the following position in the Bank.

MANAGER – CALL CENTRE OPERATIONS

The Manager – Call Centre Operations is responsible for overseeing the outsourced call centre operations related to Payment Cards and Merchant Acquiring customers. This role ensures effective team management, high-quality service delivery, strong coordination with the service provider, and continuous improvement in the overall customer experience.

Key responsibilities of Manager – Call Centre Operations among others are as follows;

- Oversee daily operations of the outsourced call centre handling cardholder and merchant inquiries.
- Monitor service levels, call quality, TATs, and SLA compliance.
- Ensure accurate and timely resolution of customer requests, complaints, and queries.
- Implement process improvements to enhance operational efficiency.
- Lead and monitor outsourced call agents, reviewing productivity, call quality, script adherence, and service standards.
- Coordinate training, coaching, and performance feedback to improve agent competency.
- Ensure adequate staffing, shift planning, and resource optimization.
- Maintain operational coordination with the outsourced service provider's management team.
- Conduct regular review meetings, performance evaluations, and SLA compliance checks.
- Collaborate with internal teams (Cards Operations, Merchant Acquiring, Fraud Control, IT, Branch Network) for seamless issue resolution.
- Manage escalations and ensure prompt corrective actions.
- Monitor customer satisfaction scores, VOC insights, and call centre performance dashboards.
- Identify service gaps and drive initiatives to enhance customer experience.
- Ensure consistent communication quality, professionalism, and compliance.
- Lead improvements across all call centre touchpoints.
- Prepare daily, weekly, and monthly performance reports on call volumes, SLAs, quality scores, and complaints.
- Ensure compliance with Bank policies, data security standards, regulatory guidelines, and audit requirements.
- Implement controls for secure handling of sensitive customer information.

QUALIFICATIONS AND EXPERIENCE

- Should be a citizen of Sri Lanka.
- Minimum of 10 years of experience in a contact center environment, with at least 05 years in an Assistant Manager/Manager role.
- Bachelor's degree /Master's degree/ Diploma in business administration, Management, or a related field is preferred.

SKILLS AND COMPETENCIES

- Leadership Skills: Proven ability to lead and motivate teams, with strong interpersonal and communication skills.
- Technical Proficiency: Familiarity with contact center technologies and software, including CRM systems and communication platforms.
- Analytical Skills: Strong analytical and problem-solving abilities, with experience in performance monitoring and reporting.
- Customer Focus: Demonstrated commitment to delivering exceptional customer service.

AGE

Age should be less than 50 years as at closing date of application.

METHOD OF SELECTION

Shortlisted applicants based on the stipulated qualifications and experience will be called for an interview. The appointment will be made on contract basis and performance will be evaluated annually.

REMUNERATION

An attractive and negotiable remuneration package commensurate with qualifications and experience will be offered to the selected candidate for the above position.

APPLICATIONS

The applicants must fill in the **Application form on the Career page of People's Bank website**. The post applied for must be clearly stated in the subject line of the Email and must be sent to the Email address: **cardrecruit@peoplesbank.lk** on or before 02.02.2026.

An Email confirmation of receipt will be sent upon the receipt of the application. In the event a confirmation has not been received within a reasonable period of time, you may inquire regarding the application on telephone numbers 011 3741420/011 3741421.

All applications will be treated in strict confidentiality and any form of canvassing will be regarded as a disqualification. All incomplete and Non - complying applications will be rejected.

The Bank reserves the right to decide the number of vacancies, postponement or cancellation of recruitment or on any other information not included in the advertisement.

Deputy General Manager (Human Resources)
People's Tower - Level 14
NO. 374, Dr. Colvin R. de Silva Mawatha
Colombo – 02.



A Jha Fitch Rating AAA Brand Finance Rating
People's Bank is a licensed commercial bank supervised by the Central Bank of Sri Lanka.

