

BUILD YOUR CAREER  
WITH CARGILLS BANK

# Banking Assistant

## Digital Channels

### JOB RESPONSIBILITIES

- Drive the growth of digital banking adoption among the bank's customers while increasing transaction volumes and revenue generated through digital services
- Handle all types of customer inquiries and manage disputes to effectively decrease the total number of complaints related to digital banking
- Maintain operational excellence by reducing functional lapses and ensuring strict compliance with all applicable internal and external regulations
- Collaborate closely with CFC outlets to assist staff with system operations and provide timely resolutions for various customer queries
- Manage the full lifecycle of Cargills Cash disputes by tracking issues, preparing necessary entries, and inputting data into the respective accounts and GLs
- Perform daily reconciliation of remittance transactions to ensure financial accuracy and operational integrity
- Facilitate professional, closed-loop communication with all relevant parties regarding resolutions through emails and recorded calls
- Execute the Cargills Cash settlements and reconciliation process to serve as a reliable backup

### EXPERIENCE & QUALIFICATIONS

- Possess 1 - 2 years of experience in a similar role within the banking or financial services sector will be an added advantage
- A dynamic team player capable of performing effectively under pressure
- Excellent interpersonal and customer relationship management skills
- Strong communication and analytical skills
- Proficiency in computer literacy (MS Office/Excel)

Interested candidates are invited to forward their CVs to [career@cargillsbank.com](mailto:career@cargillsbank.com) mentioning the post applied for, in the subject line of the email on or before **10<sup>th</sup> February 2026**.

**Head of Human Resources**

**Cargills Bank PLC,**

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**Fitch Rating A(Ika)**

**[www.cargillsbank.com](http://www.cargillsbank.com)**

Cargills Bank PLC is a licensed commercial bank supervised by the Central Bank of Sri Lanka

