



Are you driven by ambitious goals for your future?

Seylan Bank, one of the most progressive banks in the country, is seeking a competent and forward thinking person to fill the following vacancy. This is your opportunity to join our dynamic team and move towards your career goals.

Executive Officer – Premier Cards

Job Responsibilities

- Handle all Premier Cardholder (High Net Worth Segment) requests / queries received via all customer touch points.
- Ensure high level of customer satisfaction with a superior service delivered within given SLAs.
- Coordinate between other Units and Departments to ensure customer requests are fulfilled within given SLAs.
- Conduct and participate in Upsell, Cross-sell & Value-addition Projects at Card Centre.
- Continuous improvement of processes and self-development to exceed expectations of customers & management.
- Manage internal & external communication channels with customers, staff and entities.
- Act as Second in Command of the Cards Customer Service Unit.

The Person

- A minimum of 6 years of experience in banking with exposure to High Net Worth Cards Customer Service.
- Full or part completion of a Bachelor's degree in banking / finance or equivalent qualification from a recognized professional body.
- Proficient communication skills in English, both written and verbal.
- Strong inter-personnel and negotiation skills.

If you fulfill the above criteria, we invite you to email your CV along with a recently taken photograph to careers@seylan.lk within 7 days of this advertisement.

Only the shortlisted candidates will be contacted by Seylan HR.