

# VACANCIES



## CREDIT INFORMATION BUREAU OF SRI LANKA

The Credit Information Bureau of Sri Lanka (CRIB) plays a pivotal role in the country's financial ecosystem by facilitating and enhancing credit flow and promoting credit inclusivity. This is achieved through the provision of timely and accurate credit information to licensed banks and financial institutions, thereby supporting informed lending decisions.

As part of our ongoing, technology-driven and innovation-focused development roadmap aimed at broadening the Bureau's reach and impact within the financial sector, we are seeking to recruit dynamic and forward thinking professionals to join our team in the following capacities.

### EXECUTIVE CUSTOMER SERVICE

The Executive Customer Service will primarily be responsible for delivering efficient and effective customer service, ensuring prompt resolution of customer queries while achieving organizational objectives and implementation of Bureau's front-end digitalization strategies.

#### KEY RESPONSIBILITIES:

- Manage assigned customer service operations supporting multiple delivery channels ensuring high levels of customer satisfaction and trust.
- Ensure timely and effective resolution of customer inquiries, requests, and disputes in line with the Bureau's customer service policy and standards.
- Responsible for implementation of assigned customer support service digitalization initiatives by effectively coordinating with internal/external stakeholders.
- Ensure accurate and timely onboarding and registration of customers across all service channels, including the internet banking portal and mobile application.
- Assist in continuously improving Help Desk and Call Center operations to enhance service efficiency, responsiveness, and overall customer satisfaction.
- Participate in customer service and public awareness programs organized by the Bureau or other stakeholders, as required.
- Oversee and ensure strict adherence to regulatory requirements, internal policies, and procedures, in alignment with the evolving operational needs of CRIB.

#### QUALIFICATIONS & EXPERIENCE:

- Diploma in Banking and Finance, Business Management, Service Management, or a similar qualification in Marketing, preferably from the Chartered Institute of Marketing (CIM).
- Minimum of 2 years' working experience in customer service or a related field.
- Experience in call center operations will be an added advantage.

#### WORK PROFILE:

- Direct reporting to Deputy General Manager.
- Assist in delivering time-bound, target-oriented business objectives in line with the overall strategic plan of the Bureau.

### TRAINEE - DATA ANALYTICS

Trainee - Data Analytics will be provided with a structured on the job training to support, and develop data driven analytics solutions, analytic models to meet the risk management and business development needs of member lending institutions of the Bureau.

#### KEY RESPONSIBILITIES:

- Design and build visualizations/dashboards based on various analytical reporting requirements.
- Partner with internal and external stakeholders to build and refine the analytics infrastructure, supporting the Manager - Data Analytics with actionable insights and special projects that drive business innovation.

#### QUALIFICATIONS & EXPERIENCE:

- Bachelor's Degree in Data Science, Business Analytics, Statistics, Mathematics, Econometrics, Quantitative Finance or any other relevant field with a significant quantitative and analytical component.
- Knowledge of SQL and Python or R.

#### WORK PROFILE:

- Direct reporting to the Manager Data Analytics.
- Timely execution of assigned projects in line with the overall strategic operational plan of the Bureau.

#### REMUNERATION

An attractive remuneration package in par with the market standards are on offer to the prospective candidates.

#### SELECTION

- Through interviews. The Bureau reserves the right to call only short listed candidates.
- All information provided will be treated in a strict confidential.

Interested individuals are requested to forward an e-mail **quoting the position applied under subject of the email to [vacancy@crib.lk](mailto:vacancy@crib.lk)** with a comprehensive Curriculum Vitae and contact details of two non-related referees within 7 days of the publication of the advertisement.

All information will be handled with the utmost confidentiality and will only be accessible to the involved parties (Candidate and Institution) for this purpose. Canvassing in any form will be an immediate disqualification.

**THE DIRECTOR / GENERAL MANAGER,  
CREDIT INFORMATION BUREAU OF SRI LANKA,  
No. 201, Sir James Peiris Mawatha, Colombo 02.**