

JOIN THE MOST AWARDED BANK IN SRI LANKA

SENIOR MANAGER - CONTACT CENTER



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

JOB PROFILE

- Strategic Leadership & Digital Transformation Define and execute a forward-leaning Contact Center strategy aligned with the Bank's retail transformation, spearheading the shift toward AI-enabled servicing, CRM integration, and automated digital self-service capabilities.
- Omni channel Operations & Performance Management Oversee end-to-end inbound and outbound engagement across voice and digital channels (chat, email, social media) while rigorously managing key performance indicators such as SLA, AHT, FCR, and NPS to ensure peak operational productivity.
- Proactive Growth & Customer Retention Drive revenue-generating and loyalty-focused initiatives, including digital onboarding, lead conversion, and proactive service recovery campaigns to enhance the overall customer lifecycle and migration to digital platforms.
- Vendor Governance & Resource Optimization Manage a hybrid ecosystem of internal and outsourced operations, ensuring robust vendor governance, efficient workforce planning, and the maintenance of high-quality service standards across all delivery centers.
- Data-Driven CX & Continuous Improvement Leverage advanced analytics and Voice of Customer (VoC) feedback to identify friction points, optimize customer journeys, and provide actionable insights at CX Governance and Steering Committees.
- Risk, Compliance & Crisis Management Ensure absolute adherence to regulatory standards (PCI-DSS, ISO 27001) and internal audits, while serving as the primary escalation point for service-critical incidents and Business Continuity Planning (BCP).

APPLICANT'S PROFILE

- A Bachelor's Degree in Business, Operations, or a related field. A Master's Degree (MBA) or certifications such as Six Sigma, PMP, or Contact Centre Management will be considered a significant advantage.
- Minimum of 10 years in Contact Centre or Customer Service leadership, with a proven track record of steering large-scale digital transformations and technology migrations within complex environments (BFSI experience highly preferred).
- Expert-level proficiency in managing multi-channel, multi-location operations. This includes deep expertise in Workforce Management (WFM), performance analytics, and the ability to optimize productivity across diverse service teams.
- Hands-on exposure to modern Contact Centre ecosystems, specifically AI-enabled servicing, automation, CRM integration, and omnichannel platforms.
- Demonstrated success in managing outsourcing governance and vendor relationships, with the capacity to maintain high service quality and QA standards across both internal and external (partner-led) operational hubs.
- Strong stakeholder management skills with the ability to lead transformation and influence at the executive level, backed by excellent analytical and problem-solving capabilities.

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk > Careers > Open Positions > Senior Manager - Contact Center

 **COMMERCIAL BANK**