

CALL CENTER AGENTS

We're seeking passionate and customer-focused individuals to join our team and deliver exceptional experiences to our valued customers.



JOB RESPONSIBILITIES



Handle inbound and outbound customer calls professionally



Provide accurate information and resolve customer inquiries



Achieve assigned KPIs including call handling time, service quality and high levels of customer satisfaction



Maintain detailed call records and deliver exceptional service



Work collaboratively with team members to ensure a seamless customer experience



EXPERIENCE & QUALIFICATIONS

- Passed G.C.E. O/L and G.C.E. A/L Examination (excluding General English)
- Excellent communication skills in Sinhala and English. Trilingual conversational ability will be a definite advantage
- Previous experience in a call center or customer service role will be an added advantage
- Be flexible to work on Night Shifts, other shift-based schedules including weekends
- Strong interpersonal skills and problem solving skills
- Dynamic team player with a positive attitude
- Proficiency in computer literacy (MS Office/Excel)
- School leavers are encouraged to apply
- Ideally between 18-25 years



Apply Now!

Forward your CV to career@cargillsbank.com
subject line : **Call Center Agents**



APPLICATION DEADLINE
10th August 2026

Head of Human Resources
Cargills Bank PLC,
No. 696, Galle Road, Colombo 03. Tel. 011 7 640 640



Fitch Rating A(Ika)

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

