

WE ARE HIRING

Manager Digital Channels

The successful candidate will lead the development and support of our Supermarket Banking, Digital Banking, and digital payment solutions, driving channel adoption and revenue growth to make these the preferred banking channels for our customers while fulfilling the Bank's strategic objectives.



JOB RESPONSIBILITIES

- Initiate and lead the development of digital applications including Supermarket Banking, Internet/Mobile Banking, JustPay, Lanka QR, and Chatbots in collaboration with the IT unit
- Plan and execute strategies to drive customer uptake across retail and corporate banking segments
- Define and implement annual business strategies for the unit
- Ensure strict adherence to operational excellence and all regulatory compliance requirements issued by the CBSL regarding Supermarket Banking and mobile payments
- Work closely with internal departments, external agents, aggregators, and the CBSL to ensure stable, effective service delivery.
- Manage and resolve agent, internal, and external customer queries in alignment with the Bank's service standards.
- Monitor market trends, customer behavior, and competitor activities to identify opportunities for service improvement.
- Develop and oversee the delivery of training curricula related to the digital banking domain.

EXPERIENCE & QUALIFICATIONS

- A degree from a recognized university or equivalent is preferable
- A minimum of 3 years of experience in managing a team focusing digital business areas with a strong background in digital transformation
- An independent, performance-driven leader with the ability to manage multiple parallel projects under pressure
- Experience in digital banking channels would be a distinct advantage but not mandatory
- Strong interpersonal, negotiation, and analytical skills, with high proficiency in MS Office (Excel, etc.) and digital applications

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **13th August 2026**.

Head of Human Resources

Cargills Bank PLC,

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Fitch Rating A(Ika)

www.cargillsbank.com f @in

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

