

LEAD OPERATIONS DRIVE EXCELLENCE

Join the team of Cargills Bank

Assistant General Manager – Operations

We are seeking a visionary and experienced banking professional to join our senior leadership team. As the **Assistant General Manager – Operations**, you will provide strategic leadership to our operational functions, driving operational excellence, efficiency, and compliance across the bank.

KEY RESPONSIBILITIES :

- Plan, direct, and oversee all central operational functions including the Central Processing Unit, Clearing, Cash, Account Maintenance, Logistics, Security, Premises Management, and Business Process improvement
- Collaborate with Business Heads to develop, execute, and refine manuals for branches and Central operations, internal circulars, and workflows in alignment with bank policies
- Proactively evaluate, re-engineer, and automate processes to enhance system efficiencies and minimize costs, while mitigating risks and leverage industry best practices to drive continuous improvement
- Oversee control functions and reconciliation processes, user administration, system access controls, and adherence to Personal Data Protection (PDP) standards
- Represent the bank's operational interests across board sub committees, and regulatory forums while executing directives from local authorities such as the CBSL and IRD
- Lead the centralized customer complaint management function, ensuring timely resolution, service recovery strategies to enhance customer satisfaction
- Oversee end-to-end logistics operations, including supply chain efficiency and the management of all bank premises to ensure a safe and professional working environment
- Lead, mentor, and motivate high-performing teams, fostering a culture of professional growth and operational discipline

EXPERIENCE & QUALIFICATIONS :

- A degree in Management, Finance, Banking, or equivalent professional qualifications
- Minimum 10–15 years of extensive experience in Banking operations with at least 3-5 years in a senior role
- Fluent knowledge of Banking Operations, Central Bank guidelines and industry standards
- Proven track records in leadership, process re-engineering, and managing large-scale operational divisions
- Exceptional analytical, problem-solving, and decision-making skills, coupled with strong communication and interpersonal abilities
- A performance-driven mindset with the ability to lead and adapt

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 **14th September 2026**.

Head of Human Resources

Cargills Bank PLC,

No. 696, Galle Road, Colombo 03. Tel. 011 7 640 640



Fitch Rating A(lka)

www.cargillsbank.com f @ in y d

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

