

JOIN THE TEAM OF CARGILLS BANK

Assistant Manager Digital Channels

JOB RESPONSIBILITIES

- Oversee business cycle settlements and authorize dispute-related entries for platforms like JustPay and Lanka QR
- Monitor and reconcile of General Ledger Accounts
- Manage LankaQR merchant settlements, coordinate operational support for aggregators, and handle charge-back requests
- Drive growth in digital banking adoption and increase revenue generated through JustPay, LankaQR, and Internet/Mobile Banking
- Ensure accurate charging of relevant fees for retail and corporate digital banking services
- Handle UAT for Internet Banking and Mobile Banking (IBMB) systems to ensure business requirements are met with a customer-centric focus
- Resolve disputes promptly with stakeholders while adhering to agreed SLAs
- Identify process gaps, recommend improvements, and ensure all transactions comply with procedures
- Provide MIS data and reports to the management as and when required

EXPERIENCE & QUALIFICATIONS

- Thorough knowledge of internet/mobile banking systems, settlements and reconciliation processes
- Excellent analytical skills to identify process gaps and handle complex MIS data
- Strong proficiency in Microsoft Office
- Ability to train and supervise junior staff members
- Excellent communication and relationship management skills, particularly with third-party merchants

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 **07th September 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

