

Do you **embrace perseverance, display resilience** and believe that collectively, we can **foster growth and progress together?**



Junior Executive - Client Servicing - Payment & Cash Management Department

You should ideally;

- full or part qualification in Business Management / Marketing / Banking and / or a relevant field will be an added advantage .
- possess at least 2 - 3 years experience in a customer servicing / relationship management role within the banking / financial services industry.
- possess good communication skills and fluency in native and the English language
- demonstrate the flexibility in work hours based on business needs.
- be willing to travel to visit customers as and when required.
- possess good presentation skills.
- previous exposure to the Payment & Cash Management (PCM) industry will be an added advantage.

You will be responsible for

- being the single point of contact for Corporate and branch customers' who use banks' internal applications (iConnect).
- retaining and making incremental business within the portfolio.
- assisting the Senior Manager of Client Services to respond within agreed time-lines, to issues raised by Audit and external regulators.
- maintain awareness of operational risk and minimize the likelihood of it occurring including its identification and reporting to the supervisors.
- providing statistics on customer satisfaction.
- identifying client need gaps and recommending solutions
- cross selling PCM/ other bank's products and generating referral to personal banking and other avenues
- providing superior service support for all PCM solutions.

Applicants who do not possess the above mentioned experience / the relevant qualifications may be considered for recruitment to a alternative level.

As a bank, we are an equal opportunity employer, committed to promoting an inclusive environment and diverse environment. Recruitment to the Bank is based solely on merit and competency for the job role irrespective of other characteristics that make our employees unique.

Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by 27 August 2023.

Chief Human Resource Officer (Human Resources)
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