



Senior Banking Assistant Customer Experience Unit

DO YOU EMBRACE
PERSEVERANCE, DISPLAY
RESILIENCE, AND BELIEVE THAT
COLLECTIVELY

we can foster growth and progress together?



You should ideally,

- possess at least 4 years' experience in relevant field with exposure to Customer Services
- possess part qualification of AAT, ICASL, CIMA, CIM, IBSL or ACCA
- possess good communication skills
- have knowledge on MS office

You will be mainly responsible for;

- managing customer inquiries / complaints & collaborating closely with the end customers and rest of the relevant department of the bank to establish high standards of customer experience with the Bank and drive differentiation of service levels of the bank
- understanding the root causes of customer complaints and playing a vital role in having necessary changes implemented with continuous follow up

A competitive remuneration package and other fringe benefits as well as structured career advancement opportunities and extensive training are on offer for the chosen candidate.

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency. 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 December 19, 2024.

*Chief Human Resource Officer DFCC Bank PLC,
73/5, Galle Road, Colombo 03*