



Your  
journey of  
aspirations  
begins here!

CDB believes in elevating the lives of all Sri Lankans. Our focus is to employ and engage individuals who aspire to grow their careers within a renowned financial entity, working with a dynamic team of industry professionals who are dedicated to raising the bar and setting benchmarks in Sri Lanka's financial industry.

## Supervisor - Recovery Contact Centre

The Call Centre Supervisor will be responsible for promptly handling recovery outbound customer calls within company standards, managing the collection process and overseeing efforts to recover outstanding payments of the Call Centre portfolio.

### Key Responsibilities

- Manage the collection process and oversee efforts to recover outstanding payments
- Promptly handle recovery outbound customer calls
- Maintain a high level of collection performance in line with departmental goals
- Coordinate branch/zone performances and coordinate all recovery reports and activities regularly with relevant stakeholders
- Meet or exceed call centre metrics, including call handling time and first call resolution for customer feedback
- Collaborate with team members and other departments to improve collection ratios

### Qualifications

- Experience in customer service, recovery-related issue solving, strong problem-solving and multi-tasking abilities
- Ability to work in a fast-paced environment and supervise high call volumes
- Proficient in MS Office, ERP and Oracle applications
- Excellent analytical, communication and interpersonal skills
- A team player with a positive attitude

Rewards and remuneration commensurate with qualifications, competencies and abilities, with a well-defined career path awaits those with ambition, motivation and a willingness to perform.

Please e-mail your CV together with contact details of two non-related referees indicating the position applied for in the "Subject" line of the e-mail to

 [careers@cdb.lk](mailto:careers@cdb.lk)

**CDB**   
Your Friend

