

# BUILD YOUR CAREER WITH CARGILLS BANK

## Customer Service Officer - Call Centre

### Location - Colombo

#### KEY RESPONSIBILITIES

- ✓ Provide exceptional customer service via phone and email
- ✓ Go beyond and deliver exceptional service
- ✓ Work collaboratively with team members to ensure a seamless customer experience
- ✓ Address customer complaints and requests with a commitment to delivering on promises

#### General Requirements

- ✓ Passed G.C.E. O/L Examination with Credit passes for both English and Mathematics
- ✓ Passed G.C.E. A/L Examination excluding General English
- ✓ A good command in English and Sinhala/Tamil languages. A third language would be an added distinct advantage
- ✓ Proficiency in computer literacy (MS Office/Excel)
- ✓ Dynamic team player with positive attitudes
- ✓ Previous experience in Call Centre Operations or Customer Care is an added advantage
- ✓ Be flexible to work on shift-based schedules, including weekends
- ✓ Age should be below 23 years

Interested candidates are invited to forward their CVs to [career@cargillsbank.com](mailto:career@cargillsbank.com) mentioning the post applied for, in the subject line of the email on or before **14<sup>th</sup> July 2024**.

Head of Human Resources  
Cargills Bank PLC  
No. 696, Galle Road, Colombo 03.

