



Sampath Bank

WE PRESENT YOUR FUTURE

CUSTOMER CARE EXECUTIVES

(FIXED TERM CONTRACT - 03 YEARS)

REQUIREMENTS

01. Junior Customer Care Executive – Category I

- **Age:** Preferably below 25 years
- **Qualifications:** Sat for GCE A/L

02. Junior Customer Care Executive – Category II

- **Age:** Preferably below 25 years
- **Qualifications:** Preferably sat for GCE A/L
- **Experience:** 03 months to 18 months experience at a Customer Care Centre/ Call Centre/ Contact Centre or similar business environment

03. Senior Customer Care Executive

- **Age:** Preferably below 27 years
- **Qualifications:** Preferably sat for GCE A/L
- **Experience:** A minimum of 18 months experience at a Customer Care Centre/ Call Centre/ Contact Centre or similar business environment

KEY RESPONSIBILITIES

- Attend to inbound / outbound calls efficiently and respond to e-mails
- Manage and resolve customer complaints / inquiries effectively
- Provide customers with product and service-related information / solutions

OTHER COMPETENCIES REQUIRED

- Excellent verbal and written communication in Sinhala and English (Tamil would be an added advantage)
- Ability to deliver a superior service in the absence of the physical presence of customers
- Active listening skills and the ability to understand customer needs and respond accordingly
- Problem-solving and negotiation skills
- Ability to work under pressure on 24/7 shift basis
- Fairness in interpersonal relations
- Basic IT skills

An attractive remuneration package, coupled with a modern and conducive work environment, awaits the right candidate. Please apply online, stating qualifications and experience. Selection will be strictly on merit. Any form of canvassing will be a definite disqualification. Only shortlisted candidates will be contacted.

[Click here to apply](#)

Chief Human Resource Officer
Sampath Bank PLC, No. 110, Sir James Peiris Mv., Colombo 02.



Suggestions & Complaints

Supervised by the Central Bank of Sri Lanka | Fitch Ratings 'AA-(lka)/RWN

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www.sampath.lk

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WITH SAMPATH