



# BE A PART OF afc

**Alliance Finance**

Alliance Finance Company PLC (AFC), incorporated in 1956, is the oldest finance company in Sri Lanka. The company is built on a solid foundation of trust, stability and responsibility, and has an unblemished track record for ethical business practices. AFC's business philosophy is guided by triple bottom line principles focusing on People, Planet and Profit and is the first and only company in South Asia to be certified as a value driven sustainability certified financial institution.

AFC offers a diversified product consisting of Leasing, Gold Loans, Gold Investment, Fixed Deposits, Savings, Climate Smart Agriculture Loans and many more financial solutions.

## JUNIOR EXECUTIVE CUSTOMER CARE & RELATIONSHIP MANAGEMENT

### JOB PROFILE

- Serve as the first point of contact for our customers, responding to inquiries regarding various financial products and services.
- Provide accurate and comprehensive information about financial offerings.
- Address customer concerns and inquiries promptly and professionally, ensuring effective resolution and customer satisfaction.
- Collaborate with internal teams to escalate and resolve complex customer issues.
- Maintain detailed and accurate records of customer interactions and transactions.
- Continuously enhance knowledge of financial products, industry regulations, and best practices to provide exceptional customer care.

### CANDIDATE'S PROFILE

- Successful completion of the G.C.E Advanced Level Examination.
- Excellent verbal and written communication skills.
- Previous experience in a customer care or similar role within the finance industry will be added advantage.
- Positive attitude in willingness to learn.



Please submit your CV with names and contact details of two non-related referees, within 10 days of this publication to reach the following address

stating the post applied for in the subject line of the e-mail.

CHIEF PEOPLE OFFICER  
ALLIANCE FINANCE CO. PLC.  
84, Ward Place, Colombo 7. T : 0112 673 673  
E : [careers@alliancefinance.lk](mailto:careers@alliancefinance.lk)  
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**Alliance Finance Co. PLC**

Making the world a better place through sustainable finance