



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.

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.
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The first Company in the Banking and non-Banking sector of Sri Lanka to be certified with ISO 9001:2015 Quality Management System and ISO 22301:2019 for Business Continuity Management Systems.

First Non-Bank Financial Institution in South Asia to become a holistic sustainability certified value driven financial institution under the pioneer global Sustainability Standard and Certification Initiative (SGCI) for value creating financial institutions.



Alliance Finance Co. PLC

Making the world a better place through sustainable finance