



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.

## Contact Center Associate

Are you passionate about delivering exceptional customer service? We seek enthusiastic and dedicated individuals to join our Contact Center team.

### Responsibilities

- Handle inbound and outbound customer interactions professionally and efficiently
- Provide accurate information and resolve customer queries
- Maintain high customer satisfaction and follow company guidelines
- Be flexible to work according to prescheduled shifts as per operational requirement in a 24\*7 service environment

### Requirements

- Good communication skills in English and Sinhala. Spoken Tamil is an added advantage
- Be below 25 years
- Ability to work in a fast-paced environment
- Prior experience in a Call Center or customer service is advantageous

### Benefits

- Competitive salaries and incentives
- Training and career growth opportunities
- Friendly and supportive work environment

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.

**APPLY VIA XPRESSJOBS**