

Elevate your career & be the voice that leaves a lasting impact!

Apply now! Your next adventure awaits at
AMANA BANK

Internships at Contact Centre

The job role will be to bridge the gap between customers and solutions with empathy, efficiency and expertise.

- **Location:** Conveniently located in Colombo.
- **Main Responsibilities:**
 - o Handle inbound calls promptly.
 - o Identify client needs and respond to information requests.
 - o Research issues and provide solutions or alternatives.
 - o Upsell and cross-sell bank products.
- **Work Schedule:**
 - o Work any 5 days of the week.
 - o Working on weekends and holidays will attract additional allowances.
- **Incentives:**
 - o Financial benefits based on call quality and quantity.

Candidate Profile:

- Ability to work flexible hours including night shifts and weekends. Male candidates are preferred for the night shift roster
- Strong trilingual verbal communication skills, along with active listening skills
- Customer focus and adaptability to manage different personality types
- Ability to multi-task, set priorities and manage time effectively
- Passed G.C.E Ordinary Level and passionate to pursue higher education / professional qualifications
- Sound knowledge of Microsoft Office packages

Send your CVs to careers@amana.lk indicating the position applied for in the subject line
Only shortlisted candidates will be notified

