



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to make banking enjoyable.

CALL CENTRE AGENT (Fixed Term Contract)

Job Description

We are seeking for motivated and enthusiastic Customer Service professionals to join our dynamic team. The ideal candidate will be part of our inbound contact centre operations handling all customer related inquiries, complaints and requests. This role requires excellent communication skills, a positive attitude, and a drive to meet and exceed end user satisfaction.

Requirements

- **Age:** 18-25 years
- **Language Skills:** Fluency in Tamil and English; knowledge of Sinhala will be an added advantage
- **Work Hours:** Roster basis job(Earliest shift to start at 6 am and last shift to start at 10PM). You will be required to work 5 days a week .
- **Skills:** Computer literacy, Telemarketing and Customer service
- **Experience:** Previous experience in Customer service/ Call Center is a plus, but freshers/school leavers are also welcome to apply
- **Location:** Candidates from or around the Maradana area are encouraged to apply, as the work location will be at HNB Towers, Maradana.
- **Flexibility:** Willingness to work on shift basis including night shifts to support the 24/7 operation (Transport will be provided for shifts ending after 8.00pm within a radius of 21KM from the Centre). Also the candidate should be flexible to work on weekends and public holidays.

Educational Qualifications

- Ordinary Level (Local/London) with minimum 5 "C" passes including English and Mathematics
- Advanced Level (Local/London) with minimum 3 "S" passes

Compensation and benefits

- Selected candidates will be offered an attractive remuneration package plus a performance-based incentive
- Medical insurance
- Transport during night shifts
- Comprehensive training on all banking products, systems and customer handling etiquette
- Flexible schedules
- Career paths for permanent employment based on minimum eligibility criteria, individual performance and the requirements of the Bank

Interested candidates are invited to apply for the position
All applications must reach us by

24th April 2025

