

VACANCIES



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.

Team Leader – Contact Center

Step up your career by leading a motivated team of Contact Center associates! We seek an experienced Team Leader to drive performance and ensure excellent service delivery.

Responsibilities

- Manage and motivate the Contact Center team to achieve set KPIs
- Monitor and improve team performance and quality standards
- Provide coaching, training and feedback to agents
- Collaborate with management to enhance processes

Requirements

- Proven experience in a team leader role within a Contact Center
- Strong leadership and communication skills
- Ability to analyze performance metrics and implement improvements
- Be below 30 years

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.

Please e-mail your CV together with contact details of two non-related referees indicating the position applied for in the "Subject" line of the e-mail to

 [careers@cdb.lk](mailto:ccareers@cdb.lk)

CDB

Your Friend



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