



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.

## Become the leader who shapes exceptional customer experiences, join us to lead our Contact Centre representatives.

### TEAM LEADER – INBOUND CONTACT CENTRE

#### Key Responsibilities

- Managing staff of the Operation Team which includes improving their performance, managing leave, improving skills and personal growth.
- Assisting agents to handle customer inquiries, requests and complaints successfully
- Timely reporting of accurate statistics and insights related to Contact Centre operations, to relevant business lines for critical decision making and further action.
- Coordinating with relevant business units on required changes related to Contact Centre operations and successfully implementing processes for action.
- Maintain processes, records and logs relevant for future auditing related to Contact Centre operations.
- Responsible for the overall management, development and continuation of the Contact Centre operations team to achieve set revenue targets.
- Managing staff stress, grievances and improve staff engagement.
- Floor management, escalation of identified issues and follow-up till resolution.
- Coordinating with other functions of the Bank to review processes and procedures involved.

#### Knowledge, Skills and Abilities

- Communication skills, excellent verbal and written communication skills with the ability to convey complex information in a clear and concise manner.
- Fluency in English and Sinhala, Tamil is an added advantage.
- Strong problem-solving skills and the ability to think critically to address customer concerns and find effective solutions.
- Demonstrate commitment to delivering exceptional customer service and a passion for customer satisfaction.
- Ability to analyze data and customer feedback to identify trends and opportunities for improvement, including proficiency in Root Cause Analysis techniques.
- Proven ability to work collaboratively with cross-functional teams to achieve common goals.

#### Core Competencies

- Excellent interpersonal skills
- Ability to manage a team and drive performance
- Ability to acquire and drive sales to achieve set targets
- Good presentation and data analytics skills
- Should be proactive, independent and self-motivated
- Ability to meet deadlines and work under pressure
- Maintain processes, records and logs relevant for future auditing

#### Experience and Qualifications

- Minimum of five 'Credit' passes including Mathematics and English for G.C.E. Ordinary Level
- Minimum of three 'Simple' passes for G.C.E. Advanced Level
- Any partially/fully completed Professional qualification or Degree.
- Experience of minimum 5 years in a contact centre environment and a minimum of 2 years in a supervisory role.
- Candidates with prior experience in the banking sector will be given priority
- Familiarity with call centre technologies and customer relationship management.
- Previous experience in implementing process improvements and driving positive change is a plus.
- Ability to remain calm under pressure and handle challenging customer interactions professionally.

Interested candidates are invited to apply for the position

All applications must reach us by

