

# RICHARD PIERIS FINANCE



Richard Pieris Finance Ltd is among the top fastest growing financial service providers in Sri Lanka which offers of financial services to diversified market segment through a dynamic and proactive workforce. It is a fully owned subsidiary and the only financial company owned by the prestigious Richard Pieris and Company PLC (ARPICO Group) which is one of the largest conglomerates in the country and also a household brand that spans over 90 years.

We are on the lookout for enthusiastic, dynamic and hardworking individuals to be a part of our team for below mentioned position.

## OFFICER – CALL CENTER

Location-Colombo/Panadura

**The selected candidate will be responsible for,**

- Handle a high volume of inbound and outbound calls in a timely and efficient manner.
- Provide accurate information regarding products/services and resolve customer issues.
- Identify customer problems and escalate issues to the appropriate departments if necessary.
- Follow up on payment commitments and track recovery progress
- Update customer records accurately in the system after each interaction

**The ideal candidate should possess:**

- Previous experience in call center, collections, or recovery is preferred
- Strong verbal communication and negotiation skills
- Ability to handle difficult conversations calmly and professionally
- Basic computer skills and familiarity with CRM/call center systems
- Target-driven with good time management skills
- Have achieved a basic qualification of G.C.E. A/L

**An attractive remuneration package awaits the right candidate  
If you are the best fit for this position, send your CV with the job title in  
the subject heading within 7 days of this advertisement to,  
[careers@rpcfinance.com](mailto:careers@rpcfinance.com)**