



# Sampath Bank

WE PRESENT YOUR FUTURE

# CUSTOMER RELATIONSHIP EXECUTIVE



## REQUIREMENTS

- **Age:** Preferably below 30 years
- **Experience:** Two (02) years of experience at a Customer Care Centre/ Call Centre/Contact Centre or similar business environment

## KEY RESPONSIBILITIES

- Attend to inbound / outbound calls efficiently and respond to e-mails
- Manage and resolve customer complaints / inquiries effectively
- Provide customers with product and service-related information / solutions

## OTHER COMPETENCIES REQUIRED

- Excellent verbal and written communication in Sinhala and English (Tamil would be an added advantage)
- Ability to deliver a superior service in the absence of the physical presence of customers

- Active listening skills and the ability to understand customer needs and respond accordingly
- Problem-solving and negotiation skills
- Ability to work under pressure on 24/7 shift basis
- Fairness in interpersonal relations
- Basic IT skills

An attractive remuneration package, coupled with a modern and conducive work environment, awaits the right candidate. Please apply online, stating qualifications and experience. Selection will be strictly on merit. Any form of canvassing will be a definite disqualification. Only shortlisted candidates will be contacted.

[Click here to apply](#)

Chief Human Resource Officer  
Sampath Bank PLC, No. 110, Sir James Peiris Mw., Colombo 02.



Suggestions & Complaints

Supervised by the Central Bank of Sri Lanka | Fitch Ratings: 'AA-(lka)/RBN' 1332 [www.sampath.lk](http://www.sampath.lk)

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