



*Armed with a proud history of over 29 years, Pan Asia Bank is on an exciting growth journey, evidenced by an array of recognitions, including being honoured as one of the Top 40 business entities in the country by Business Today, the most awarded entities by LMD, Best Green Bank in Sri Lanka by Global Banking & Finance, Best Bank for ESG by International Business Magazine, the Best CSR Bank by Brands & Business Magazine, to name a few.*

## CALL CENTRE AGENT

### Executive Grade

We are looking for a dedicated, service-oriented professionals to join our Call Centre team as **Call Centre Agent**. This role is ideal for individuals with experience in the banking or financial services industry, particularly those who have worked with Private Banking or priority customers in a Call Centre environment. If you are passionate about delivering high-quality customer service and thrive in a fast-paced, team-oriented setting, we invite you to apply and become part of our growing team.

#### Responsibilities:

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- Handle inbound and outbound calls from Privilege Club clients with professionalism and confidentiality
- Provide accurate information on banking products, services, and transactions
- Resolve customer queries promptly while ensuring high standards of service quality
- Maintain records of customer interactions and follow up to ensure issue resolution
- Promote relevant banking solutions aligned with customer needs
- Adhere to compliance, risk, and data privacy standards
- Share insights with management on workflow challenges, highlight recurring patterns, and recommend improvements to drive greater efficiency

#### Candidate Prerequisites:

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- Part qualification in Banking from the Institute of Bankers of Sri Lanka (IBSL)
- Minimum of 4 - 5 years of experience in the banking or financial services industry including 2 years in handling Private Banking or Priority customers within a Call Center environment
- Quality Assurance experience in a Contact Centre environment would be an added advantage
- Excellent communication skills in English; proficiency in Sinhala/Tamil will be an added benefit
- Strong problem-solving abilities and keen attention to detail
- Willingness to work on a shift and roster basis, including weekends and bank holidays
- Knowledge of MS Office Applications
- A customer-centric mindset with a passion for delivering superior service

#### Remuneration:

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The successful candidates will be provided with an attractive remuneration package including fringe benefits, commensurate with industry standards.

**APPLY VIA XPRESSJOBS**