

JOIN THE MOST AWARDED BANK IN SRI LANKA

CALL OPERATIONS SUPERVISOR

(Inbound & Outbound - Fixed Term Contract)



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

JOB PROFILE

- Supervise and lead a team of inbound and outbound calling agents.
- Contribute to target setting for both individuals and teams.
- Generate weekly, monthly and annual performance reports for management review.
- Troubleshoot issues with internal and external departments and institutions.

APPLICANT'S PROFILE

- Preferably below 35 years..
- Pass G.C.E. O/L or equivalent with a "C" pass for English.
- Passed minimum of one main subject at G.C.E. A/L or equivalent.
- A minimum of two (02) years of experience in customer service, a supervisory role or a call center environment is essential.
- Exceptional oral and written communication skills (Trilingual proficiency is a plus).
- Possess a smart and outgoing personality.
- Strong negotiation and problem solving abilities.
- Proficiency in MS Office Applications, mainly MS Word, Excel and PowerPoint.
- Tech savvy with knowledge of telephone equipment and relevant computer programs.
- Familiarity with performance evaluation procedures and skills in quality assurance and data analysis.
- Results oriented mindset and ability to perform under pressure.
- Strong organizational, leadership, coaching, training and motivating skills.
- Willingness to work extended hours, including weekends and holidays.

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk > Careers > Open Positions > Call Operations Supervisor

 **COMMERCIAL BANK**