

JOIN THE MOST AWARDED BANK IN SRI LANKA



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.

Assistant Manager – Contact Center

JOB PROFILE

- Collaborate with the Contact Center management team to implement strategic initiatives that drive operational efficiency and elevate customer satisfaction, while ensuring departmental goals align with broader organizational objectives through a strong focus on service excellence and regulatory compliance.
- Manage daily workforce allocation—including shift scheduling and roster coordination—while supervising staff performance, tracking absenteeism, and overseeing leave planning to ensure smooth operations and consistent service levels.
- Identify skill gaps and implement targeted training programs aligned with business objectives, while fostering a culture of accountability, continuous improvement, and customer-focused service excellence through measurable performance outcomes.
- Uphold regulatory and security standards by ensuring compliance with PCI DSS and ISO 27001:2022 across departmental processes, conducting regular audits, risk assessments, and promoting data protection awareness.
- Drive operational resilience and cost efficiency through strategic budget management, resource optimization, vendor negotiations, and proactive Business Continuity Planning (BCP) including documentation updates and recovery drills.
- Oversee service delivery and frontline operations by supervising the Telephone Operator's Unit, enforcing protocol adherence, and continuously improving service quality through evaluations, benchmarking, and corrective actions.

APPLICANT'S PROFILE

- Bachelor's degree in Business Administration, Management, or a related field.
- Minimum of 5 years' experience as a supervisor in a reputable contact center environment.
- Proven experience in workforce management, service quality monitoring, and compliance with PCI DSS and ISO 27001:2022 standards.
- Strong command of MIS tools and reporting systems.
- Professional certifications in Contact Center Management, Information Security, or Quality Assurance.
- Exposure to the banking or financial services industry.
- Experience in managing BCP frameworks and cost optimization initiatives.

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

Assistant Manager – Contact Centre

 **COMMERCIAL BANK**