

# JOIN THE MOST AWARDED BANK IN SRI LANKA PAWNING SUPERVISOR (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

- Visit assigned branches regularly to inspect pawning operations, focusing on quality, accuracy, and customer service.
- Examine pawned items to ensure they meet quality and valuation criteria.
- Support branch teams in handling complex customer queries or issues related to pawning.
- Report operational gaps and recommend corrective actions to ensure risk mitigation.
- Provide on-the-job training and mentoring to branch pawning staff.
- Ensure proper documentation, security of pawned items, and compliance with regulatory norms.
- Collaborate with the Junior Specialist and Pawning Specialist to report findings and share insights.
- Support and participate in local pawning promotional activities and customer interaction events.
- Encourage branch staff to promote pawning products through upselling, cross-selling, and awareness drives.
- Assist in identifying local market opportunities and recommending promotional strategies to increase visibility and reach.

## APPLICANT'S PROFILE

- Age Limit: Below 45 years
- G.C.E. (O/L), Edexcel, or Cambridge O/L with a pass in English & Mathematics.
- Passed G.C.E. Advanced Level.
- Full or part qualification in IABF/DBF-IBSL or equivalent will be an added advantage.
- Minimum of 3 years' experience in pawning operations at a bank or financial institution.
- Hands-on experience in gold appraisal and customer handling is essential.
- Exposure to customer service, compliance, and risk management related to pawning products.

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](http://www.combank.lk) > Careers > Open Positions > Pawning Supervisor

 **COMMERCIAL BANK**