



Your
journey of
aspirations
begins here!

CDB believes in elevating the lives of all Sri Lankans. Our focus is to employ and engage individuals who aspire to grow their careers within a renowned financial entity, working with a dynamic team of industry professionals who are dedicated to raising the bar and setting benchmarks in Sri Lanka's financial industry.

Senior Operations Assistant - Training & Quality Assurance Contact Center

We seek a highly motivated detail-oriented passionate individual to strengthen our Contact Center Training & Quality Assurance function. The ideal candidate will play a key role in staff on-boarding, training delivery, quality assurance and performance monitoring, ensuring operational readiness and continuous service improvement.

This role is best suited for an individual who is genuinely passionate about developing people, maintaining service quality and driving performance excellence within a fast-paced Contact Center environment.

Key Responsibilities

- Coordinate recruitment-related activities in collaboration with the HR team and external recruitment agencies
- Plan, deliver and evaluate on-boarding, refresher and training programs for Contact Center staff
- Maintain accurate training records, assessments, certifications and deployment readiness updates
- Conduct call audits, analyze QA trends and initiate corrective and improvement actions
- Provide structured coaching, documented feedback and performance improvement recommendations to agents
- Prepare and submit accurate and timely reports on recruitment status, training outcomes, quality scores and complaint trends
- Support process improvements and cross-functional coordination to continuously enhance customer experience and service standards

Qualifications & Experience

- GCE A/L with three passes or a relevant banking qualification
- Minimum 2-3 years' experience in a Call Center environment with an exposure in Training, Quality Assurance or a team-lead role

Rewards and remuneration commensurate with qualifications, competencies and abilities, with a well-defined career path awaits those with ambition, motivation and a willingness to perform.

Please e-mail your CV together with contact details of two non-related referees indicating the position applied for in the "Subject" line of the e-mail to

 careers@cdb.lk

CDB 
Your Friend