



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

## A world of opportunities await

Join Sri Lanka's leading private bank through our Contact Centre and fast-track to a permanent position in 2 years!

## Call Centre Agent (Fixed Term Contract) Walk-In Interview

### Job Description

A call centre agent is expected to support customers by sharing required information and delivering outstanding service. This role is ideal for enthusiastic individuals who are passionate about making a difference through impeccable service.

### Requirements

- Must be **18–25 years old**
- Must be **fluent in Sinhala and English, Tamil and Sinhala or Tamil and English** (Knowing all 3 languages would be an added advantage)
- Must be willing to work on **rotational shifts**, including **weekends and public holidays**
- Must be able to start work from **6 AM** and work up to **10 PM** on shifts (Rotational basis)
- Must live in/around **Colombo 10** or be willing to travel

### Educational Qualifications

- **GCE O/L** – 5 Credit passes including **English and Mathematics**
- **GCE A/L** – Minimum 3 Simple passes
- Basic **computer literacy**
- Freshers are welcome to apply

### Compensation and Benefits

- Attractive salary and performance incentive
- Fixed salary increment after completion of 1 year
- Medical insurance
- Transport provided for night shifts (within 21km from HNB Towers)
- Comprehensive training on all banking products, systems and customer service
- Clear path to move into Bank's permanent cadre within 2 years under Banking Assistant category

### WALK-IN INTERVIEWS WILL BE HELD AS FOLLOWS

**DATE** : 12<sup>th</sup> May 2026  
**TIME SLOT** : 9.00 am to 1.00 pm  
**LOCATION** : Level 22, HNB Towers  
No. 479, T.B. Jayah Mawatha,  
Colombo 10.

\* Please bring a copy of your Curriculum Vitae and NIC



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