

# JOIN THE MOST AWARDED BANK IN SRI LANKA

## CALL OPERATIONS 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

- Supervise, guide and motivate a team of inbound and outbound call center agents to ensure high levels of performance and service excellence.
- Assist in setting performance targets and operational goals for both individual team members and the overall team.
- Prepare and submit weekly, monthly and annual performance reports for management review and decision-making.
- Coordinate with internal and external departments and institutions to resolve operational issues and ensure smooth workflow.

#### APPLICANT'S PROFILE

- Applicants should be below 35 years of age.
- Passed G.C.E. Ordinary Level (Local/Edexcel/Cambridge) with Credit passes in Mathematics and English.
- Passed G.C.E. Advanced Level or an equivalent qualification
- Minimum of two (02) years experience in customer service, supervisory functions or a call center environment is mandatory
- Excellent verbal and written communication skills trilingual proficiency will be considered an added advantage.
- Pleasant, professional and outgoing personality with strong interpersonal skills.
- Strong negotiation, analytical and problem-solving capabilities
- Proficiency in MS Office Applications.
- Technically proficient with sound knowledge of telephone systems and relevant computer applications
- Familiarity with performance evaluation procedures and skills in quality assurance and data analysis.
- Results-oriented individual with the ability to perform effectively under pressure.
- Strong organizational, leadership, coaching, training and motivation skills.
- Willingness to work extended hours, including weekends and public holidays, when required.

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 > Call Operations Supervisor

 **COMMERCIAL BANK**