

JOIN THE MOST AWARDED BANK IN SRI LANKA CARD RELATIONSHIP ASSOCIATE (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

- Deliver exceptional, personalized service to a portfolio of credit card customers as their primary point of contact.
- Handle high-priority inquiries related to card usage, rewards, billing and account maintenance with speed and professionalism.
- Proactively resolve customer issues and disputes while identifying opportunities for cross-selling and relationship growth.
- Ensure strict adherence to banking regulations, internal compliance policies and confidentiality standards.
- Maintain meticulous customer records within CRM systems and consistently meet or exceed Service Level Agreements (SLAs).
- Support the Product Management team with KPI reporting, day-to-day administrative tasks and the timely completion of product improvement projects.

APPLICANT'S PROFILE

- Age Limit - Below 30 Years
- Minimum of a 'Credit' pass for English and Mathematics at the G.C.E. Ordinary Level (O/L) or an equivalent qualification.
- Successful completion of the G.C.E. Advanced Level (A/L) examination or an equivalent qualification.
- A University Degree in Marketing or Accounting from a recognized institution is highly preferred.
- A minimum of one (01) year of prior work experience in Customer Management, Marketing or Product Management is required.
- Possess an energetic, outgoing and proactive personality with a passion for delivering high-touch customer service.
- Excellent communication and interpersonal skills, with the ability to interact confidently with Credit Card clients.
- Highly organized with a strong attention to detail and the ability to manage administrative tasks efficiently.
- Ability to work effectively under pressure in a fast-paced environment on a fixed-term contract basis.

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](#) > [Card Relationship Associate](#)

 **COMMERCIAL BANK**