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Certified

SEP 2025-SEP 2026

LKA

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# GROWTH STORY

## ASSISTANT MANAGER – SERVICE RECOVERY & ENGAGEMENT SE:SERVICE EXPERIENCE



### You should ideally:

- hold full or part qualifications in AAT or part qualifications in ICASL, CIMA, CIM, IBSL, or ACCA
- have a minimum of 4–6 years of relevant experience in a bank or financial institution, depending on the applicable grade
- demonstrate strong written and verbal communication skills to interact effectively with internal and external stakeholders
- possess sound analytical and problem-solving skills with the ability to conduct root cause analysis and identify service improvements
- be proficient in Microsoft Office applications, particularly Word, Excel, and Outlook, for reporting and documentation
- have prior exposure to customer service, complaint handling, service quality management, or operational risk-related functions

### You will be mainly responsible for:

- managing customer experience initiatives, including monitoring NPS, SLA adherence, QA scores, and service improvements
- coordinating complaint escalation management, including investigations, root cause analysis, and timely resolution
- conducting and managing bank-wide service surveys such as NPS, CSAT, NES, and Mystery Shopper programmes
- preparing and maintaining service experience dashboards, monthly reports, and operational risk reports
- supporting team management by ensuring staff discipline, service quality, identifying training needs, and coaching performance
- collaborating with internal stakeholders to address service gaps and implement sustainable solutions

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency irrespective of other characteristics that make our employees unique. Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to [recruit@dfccbank.com](mailto:recruit@dfccbank.com) with the post applied for in the subject by **19<sup>th</sup> May 2026**.

Chief Human Resources Officer  
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