

JOIN THE MOST AWARDED BANK IN SRI LANKA EXECUTIVE ASSISTANT - CONTACT CENTER



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

- **Training Design & Delivery** : Develop and implement structured training modules tailored for contact center staff, ensuring clarity, engagement and measurable outcomes.
- **Sales Workshops** : Conduct interactive sessions focused on up-selling, cross-selling and negotiation techniques specific to financial services.
- **Soft Skills Development** : Deliver training on communication, empathy, conflict resolution and customer engagement to enhance customer satisfaction.
- **Performance Monitoring** : Assess training effectiveness through evaluations, KPIs and performance metrics, providing actionable insights for improvement.
- **Strategic Alignment** : Collaborate with management to ensure training objectives are aligned with overall business goals and customer service strategies.
- **Continuous Coaching** : Provide ongoing mentoring and support to staff, fostering sustained skill development and professional growth.

APPLICANT'S PROFILE

- Be below 35 years
- Bachelor's degree in Business Administration, Human Resources or any related field.
- Professional certifications in Training & Development (e.g., Train the Trainer, Instructional Design) and Certification in Sales or Negotiation will be considered as added advantage
- Minimum of 5 years proven experience in training within the banking or financial services sector, preferably in a recognized contact center environment.
- Strong command of English and local languages, enabling effective communication across diverse teams and customer bases.
- Proven ability to design and deliver impactful training programs grounded in adult learning principles, with a strong focus on financial services sales strategies. Skilled in facilitating workshops on up-selling, cross-selling and negotiation techniques to drive both customer satisfaction and revenue growth.
- Experienced in enhancing interpersonal communication, teamwork and customer engagement through tailored soft skills training. Adept at leading diverse training sessions, motivating staff and fostering a culture of continuous improvement and performance excellence.

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](#) > [Executive Assistant - Contact Center](#)

 **COMMERCIAL BANK**