

BUILD YOUR CAREER WITH CARGILLS BANK



Junior Executive/ Executive - Contact Centre Specialist

KEY RESPONSIBILITIES

- ✓ Identify customer issues/concerns and provide necessary solutions
- ✓ Proven exposure in providing training to contact centre agents and monitoring call quality
- ✓ Escalation of customer requests accurately on a timely manner
- ✓ Ensure that a high level of service is provided to all customers
- ✓ Ensure that all Internal Business Guidelines and processes are followed when dealing with customers
- ✓ Ensure up-to-date product /process knowledge is acquired and maintained via self-learning

EXPERIENCE & QUALIFICATIONS

- ✓ Minimum 5 years of experience in the Banking or Finance industry with at least 3 years exposure in contact centre
- ✓ Ability to work on roster basis
- ✓ Should possess excellent communication skills, analytical skills and high level of attention to details
- ✓ Good computer literacy with sound knowledge in MS Office packages
- ✓ Must be a team player with a performance driven and service-oriented mind-set

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **18th November 2023**.

Head of Human Resources
Cargills Bank Limited
No. 696, Galle Road, Colombo 03.

Log in to: www.cargillsbank.com

