

JOIN THE BANK FOR EVERYONE



RECEPTIONIST - HEAD OFFICE

You should ideally;

- should be below 30 years of age
- successful completion of GCE O/L (with credit passes for English and Mathematics) and GCE A/L (with three passes) will be preferred.
- previous experience in a similar capacity will be an added advantage
- should be well groomed, friendly and energetic
- should possess good communication skills in English
- should have very good interpersonal and public relations skills

We are an equal opportunity employer, committed to promoting an inclusive environment and diverse environment. Recruitment to the Bank is based solely on merit and competency for the job role 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 sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by 8 August 2023.

Senior Vice President (Human Resources)
DFCC Bank PLC, 73/5 Galle Road, Colombo 03

0112 350000 www.dfcc.lk



DFCC Bank PLC, 73/5 Galle Road, Colombo 03. Licensed Commercial Bank. Supervised by CBSL.

DFCC BANK
Keep Growing

JOIN THE BANK FOR EVERYONE



CONTACT CENTRE REPRESENTATIVES LOCATION - MALABE

You should ideally;

- be below 25 years of age
- possess strong communication skills in English
- possess excellent interpersonal skills
- possess good problem solving skills
- be motivated to provide excellent customer service
- be flexible with working hours

You will be responsible for,

- informing the Bank's products and services to existing and potential customers
- cross selling products and services over the phone to customers
- listening to customer queries and handling them effectively
- assisting in conducting surveys on customer satisfaction levels and resolving complaints

An attractive remuneration package inclusive of a basic salary, allowances and OT payments as well as flexible work arrangements and training opportunities are available for chosen candidates.

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Executive - Lean Management & Service Quality

Are you passionate about driving positive change within an organisation? Do you have a knack for streamlining operations and optimising business processes? If so, we have an exciting opportunity for you!

You should ideally;

- possess Bachelor's Degree in Business Administration, Management, or a related field.
- possess experience in business process analysis, redesign, and implementation.
- have strong analytical skills with the ability to interpret data and draw meaningful conclusions.
- have excellent project management skills, capable of handling multiple projects simultaneously.
- have exceptional communication and presentation abilities, capable of conveying complex ideas clearly and concisely.
- have collaborative mindset with the ability to work effectively across different departments.
- have previous experience in the banking sector
- possession of a Lean Green Belt Certification will be an advantage

Your responsibilities will be to,

- collaborate with cross-functional teams to identify process inefficiencies and bottlenecks.
- conduct comprehensive analysis of existing business processes and propose innovative solutions to enhance efficiency and effectiveness.
- lead process improvement initiatives, ensuring successful implementation and measurable outcomes.
- develop and maintain process documentation, SOPs, and training materials to facilitate smooth transitions.
- utilize data driven insights to identify areas for improvement and recommend strategic changes.
- foster a culture of continuous improvement within the organization.
- work closely with stakeholders to ensure alignment and smooth execution of transformation projects.
- monitor and track the progress of transformation initiatives, providing regular updates to management

Join us on this transformative journey and contribute to our success as we continue to innovate and achieve new heights.

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Please apply via e-mail by sending an updated CV to recruit@dfccbank.com with the post applied for in the subject by 06 August 2023.

Chief Human Resource Officer (Human Resources)
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