

VACANCY

The Credit Information Bureau of Sri Lanka plays a key role in servicing licensed commercial banks and other finance and leasing companies in Sri Lanka. As a part of our ongoing technology driven business development program, aimed on expanding the Bureau's reach and coverage in the financial industry, we intend recruiting dynamic professionals to fill the following Management/Executive positions.

OFFICER, HELP DESK - OPERATIONS

Officer, Help Desk- Operations job role involves improving the service quality of the Bureau by assisting the customers to solve day to day operational issues.

KEY ACCOUNTABILITIES

QUALIFICATIONS

- ▶ Graduate or Undergraduate degree in Business Management or related areas
- ▶ Diploma in Banking and Finance
- ▶ Knowledge of JIRAA or any other front desk ticket system will be an added advantage

AGE

- ▶ Below 28 Years as at 1st Jan 2024.

EXPERIENCE

- ▶ Over 01 year working experience in customer service or a related field
- ▶ Experience in Banking/Credit/Fintech models are preferred.

- ▶ Offer assistance and guidance to users in a courteous and professional manner, addressing concerns, answering questions, and providing relevant information.
- ▶ Documenting the queries allocating them to relevant staff, follow up and provide feedback in a structured, timely manner using a ticket system.
- ▶ Coordinate with relevant operational/technical officers to provide necessary resolutions.
- ▶ Provide input and feedback to management to improve service quality
- ▶ Assist operations team members in day to day Bureau operations.
- ▶ Maintain necessary documentations.

NON-TECHNICAL COMPETENCY

- ▶ Should be fluent in Sinhala and English languages (oral & written). Fluent in Tamil would be an added advantage.
- ▶ Excellent communication skills to deal with technical and non-technical teams within and outside the organization.
- ▶ Analytical Skills.
- ▶ Time Management Skills.
- ▶ Working under pressure and multitasking capabilities.

REMUNERATION

- ▶ Attractive remuneration package in line with market standard will be offered to the prospective candidates.

SELECTION

- ▶ Through interviews. The Bureau reserves the right to call for only short listed candidates.

Interested individuals are requested to forward an e-mail **quoting the position applied for on the subject to vacancy@crib.lk** with a comprehensive Curriculum Vitae together with copies of relevant certificates and contact details of two non-related referees on or before 20th April 2024.

All application will be treated with strict confidence. Canvassing in any form will be an immediate disqualification



THE DIRECTOR/GENERAL MANAGER,
CREDIT INFORMATION BUREAU OF SRI LANKA,
NO. 201, SIR JAMES PEIRIS MAWATHA, COLOMBO 02.