

Our client, Financial Ombudsman Sri Lanka (Guarantee) Ltd (FOSL), is a voluntary membership organization comprising all licensed banks in Sri Lanka, as well as a majority of non-bank financial institutions and primary dealers. FOSL is dedicated to facilitating the consensual resolution of customer complaints against its member institutions. Although FOSL membership is voluntary, all member institutions adhere to the regulatory oversight of the Central Bank of Sri Lanka (CBSL).

The FOSL Board is currently seeking a dynamic, qualified, and experienced individual to assume the pivotal role of Deputy Financial Ombudsman. This role is crucial in supporting FOSL's mission to successfully mediate disputes and ensure equitable treatment, thereby mitigating the potential for costly and protracted litigation.

DEPUTY FINANCIAL OMBUDSMAN

Key Responsibilities:

- Assist the Financial Ombudsman in resolving disputes between FOSL member institutions and their customers through conciliation, mediation, and/or arbitration.
- Demonstrate fairness and persuasiveness in dispute resolutions and encourage financial institutions to join FOSL.
- Engage in discussions with regulators and member institutions to improve current dispute resolution processes.
- Ensure timely reconciliation of disputes to preserve asset values and avoid the irrecoverable costs of litigation delays.

Qualifications and Experience:

- Senior banker with 15 or more years of experience in the banking or financial services industry.
- Professional qualifications in banking, law, or accounting are preferred.
- Comparable qualifications, experience, and skills that align with FOSL's objectives will also be considered.
- Strong aptitude for persuasion and fair treatment of stakeholders in dispute resolution.

Remuneration:

- A competitive remuneration package commensurate with skills and experience.

Application Process:

- Please submit your complete resume in PDF format, along with contact details for two non-related referees, to mslrjobs@slt.net.lk within 10 days of this advertisement. Ensure to quote MSL Reference No. 8001 in the subject line.