

# JOIN THE FORCE TO REIMAGINE BANKING

Join Commercial Bank's Team Driving the Future of Banking

## MANAGER – DIGITAL CUSTOMER ONBOARDING



Commercial Bank is accelerating Sri Lanka's digital transformation with fully digital, seamless, and compliant onboarding experiences across Retail, SME, and Corporate segments. We are seeking a strong, strategic, and execution-driven professional to lead end-to-end Digital Customer Onboarding across assisted and self-service channels.

### JOB PROFILE

- Lead the bank's digital onboarding strategy across assisted and self-onboarding platforms.
- Oversee assisted branch onboarding and field onboarding using handheld devices or laptops
- Drive self-onboarding through mobile and web, ensuring global accessibility.
- Design frictionless, compliant, and intuitive onboarding journeys with UI/UX teams.
- Coordinate with Digital Product, IT, Operations, Compliance, Branch Banking, SME, and Corporate teams.
- Manage onboarding for CASA, cards, loans, overdrafts, supplementary cards, youth/teen accounts, SME and corporate accounts, corporate cards, and onboarding of corporate online banking.
- Monitor adoption KPIs, drop-off metrics, journey performance, and quality indicators
- Optimize flows using analytics, customer insights, A/B testing, and continuous improvement frameworks.
- Ensure all onboarding flows are compliant with CBSL guidelines, KYC/AML/PEP/FATCA, and internal governance.
- Lead rollout plans, staff training, communication, and change management initiatives.

### APPLICANT PROFILE

- Bachelor's Degree in Information Technology/ Computer Science/Information Systems/Digital Banking & Finance or a related field which recognized by the University Grants Commission. Professional digital/product certifications would be an added advantage.
- Minimum 6–8 years' experience in Digital Banking, Product Management, Customer Onboarding, or Fintech.
- Deep understanding of onboarding, digital KYC, AML, and regulatory frameworks.
- Strong experience in journey design, digital product development, or process optimization.
- Exposure to Retail, SME, and Corporate onboarding is preferred.
- Strong stakeholder management skills with the ability to lead large-scale digital transformation.
- Excellent communication, analytical, and documentation skills.
- Experience working with UI/UX teams and agile delivery environments.

**Apply Now !**

[www.combank.lk](http://www.combank.lk)

Careers

Open Position

Manager – Digital  
Customer Onboarding

Application closing date - 19th December 2025

 **COMMERCIAL BANK**

\*Conditions Apply  
Supervised by the Central Bank of Sri Lanka | Fitch Rating AA-(lka)