



# STAFF ASSISTANT - RECOVERY CALL CENTRE

Merchant Bank of Sri Lanka & Finance PLC (MBSL), a well-established Financial Institution and a subsidiary of Bank of Ceylon is looking for dynamic and result-oriented individuals to join our team for the above post.

## Key Responsibilities:

- Contact customers to provide timely reminders and follow up on recovery repayments of outstanding dues.
- Handle customer inquiries through telephone conversations in a professional manner.
- Build and maintain sustainable relationships with customers by making additional efforts to recover dues within the assigned portfolio.
- Continuously update job-related knowledge by studying new product descriptions and actively participating in recovery and customer service training sessions.
- Deliver consistent and high-quality customer service by actively listening to customers, addressing their inquiries accurately, and maintaining proper records in line with company policies and guidelines.

## Requirements :

### Language Requirements

- Excellent **Tamil** communication skills are essential.
- Proficiency in Sinhala and/or English will be considered an added advantage.

### Educational Qualifications

- Successfully completed the G.C.E. (O/L) Examination with a minimum of five (05) credit passes.
- A minimum of one (01) year of relevant work experience is required.

### Key Skills

- Strong verbal and written communication skills with excellent interpersonal abilities.
- Proven ability to interact effectively with customers and manage customer recovery or escalation calls in a professional and courteous manner.
- Basic computer literacy.

SEND HERE

Applicants are advised to indicate the Position applied for in the subject line of the email. Please send your detailed resume along with the names of two non-related referees within 14 days of this advertisement to the following email address.

Eg: **Staff Assistant - Recovery Call Centre**



[careers.mbsl@mbslbank.com](mailto:careers.mbsl@mbslbank.com)

Deadline: 6<sup>th</sup> of February 2026

Note: Selection will be purely on merit. Any form of canvassing will result in disqualification. Only shortlisted candidates will be contacted.

