



# 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.

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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**

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.

