

# NAVIGATE EXCELLENCE

## Join us as a Retail Recoveries Collection Advisor

Careers with our Collections / Recoveries team allow you to immediately start in a role where your contribution will directly impact towards business growth.

### The Job Role

- ▶ Handling and achieving the set target within the given period.
- ▶ Maintaining a good rapport with internal and external customers.
- ▶ Monitoring and handling third party recovery agencies.
- ▶ Portfolio review and irregularities to be submitted to the team leader as per the requirement.
- ▶ Ensure issues identified, addressed and appropriate solutions given to customers.
- ▶ Ensure all escalations and complaints are resolved within the SLS.
- ▶ Actively participate for training programs, team gatherings and apply learning outcome to work in the present environment accordingly.

### The Person

- ▶ Should have passed GCE Advanced Level OR GCE Ordinary Level examinations.
- ▶ Possess excellent command in Sinhala & English language, both written and spoken.
- ▶ Age should be below 24 years.
- ▶ Strong negotiation skills.
- ▶ A team player with positive attitude and committed to achieving business goals.
- ▶ Should be polite, patient and solutions focused with customers.
- ▶ Possess excellent listening and problem-solving skills.
- ▶ Full or partial professional / academic qualification.
- ▶ Participation in sports activities.

### Benefits

- ▶ Competitive salary and performance based commissions
- ▶ Professional and career development opportunities
- ▶ Opportunity to be a part of supportive and collaborative work culture

If you are ready to make the rest of your life best of your life, we invite you to apply. Send your resume via email to [jobs@unionb.com](mailto:jobs@unionb.com) with the names of two non-related referees on or before **31st May 2024**. The email subject line must state **Collection Advisor**. All application will be treated with strict confidence. Only shortlisted applications will be notified.

**We are an equal opportunity employer**

[WWW.UNIONB.COM](http://WWW.UNIONB.COM)

 **UNIONBANK**