



# Growth is a mindset. Ready to nurture yours?

Seylan Bank, one of the most progressive banks in the country, is seeking a competent and forward thinking person to fill the following vacancy. This is your opportunity to join our dynamic team and move towards your career goals.

## Recovery Agency Coordinator – Card Centre

### Job Responsibilities

- Responsible for motivating, managing and guiding the agency collectors to ensure their continued focus towards achievement of recovery targets.
- Ensuring that external agency targets in terms of monthly resolution and stabilization are being met.
- Respond to customer queries and negotiating with them into amicable settlements, when required.
- Ensuring skip accounts and cases requiring legal action have been identified and handed over as per the policy
- Visit the recovery agencies frequently and monitoring their performance on constant basis.
- Tracking efficiency & effectiveness of the external agencies and providing feedback to the field collectors.
- Guide the field collectors on specific cases to ensure maximum resolution.
- Conduct training and up-skilling the agency coordinators and collectors.

### The Person

- Minimum 6 years of experience in banking or a financial institution with 2 years of exposure in recoveries.
- Strong communication, Leadership skills, Coordination and team building skills
- Ability to pay attention to work quality, details and accuracy.
- Ability to communicate at all levels of the organization both internally and externally

If you fulfill the above criteria, we invite you to email your CV along with a recently taken photograph to [careers@seylan.lk](mailto:careers@seylan.lk) within 7 days of this advertisement.

Only the shortlisted candidates will be contacted by Seylan HR