



Banking Assistant / Senior Banking Assistant Digital Banking

DO YOU EMBRACE
PERSEVERANCE, DISPLAY
RESILIENCE, AND BELIEVE THAT
COLLECTIVELY

we can foster growth and progress together?



You should ideally,

- possess 2- 4 years of experience in a highly analytical related discipline specifically with technical experience
- part qualification in Technology / Management / IT
- possess good presentation, verbal and written communication skills
- possess project management skills, strong personal leadership and influencing skills
- possess a strong flair on customer services
- be able to work with MS Office package, G-Suite and BI Tools and graphic designing skills will be a definite advantage
- have a strong understanding of multi-channel interaction management, related technologies and business practices

You will be mainly responsible for;

- achieving product growth and acquisitions, marketing and customer engagement efforts
- ensuring chatbot product management and operations
- ensuring DFCC Virtual Branch (Galaxy) product management
- enhancing operational efficiencies
- ensuring audit, compliance and risk ratings improve year on year
- completing special projects assigned
- conducting required analytics and preparing of reports
- conducting periodic research on new ideas and trends to support new services and improve existing services

A competitive remuneration package and other fringe benefits as well as structured career advancement opportunities and extensive training are on offer for the chosen candidate.

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency. Any form of canvassing is discouraged.

Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject By December 25, 2024.

*Chief Human Resource Officer DFCC Bank PLC,
73/5, Galle Road, Colombo 03*