



Junior Executive/Executive (Team Leader) Alternate Channels – Contact Centre

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

we can foster growth and progress together?



Are you ready to take your career to the next level? Join our dynamic Call Centre team as a Team Leader and drive excellence in customer service and operational efficiency.

Candidate Profile

We are currently seeking motivated and experienced individuals to join our team as **Contact Centre Team Leaders**. The ideal candidates should possess the following qualifications and skills:

- 4 to 6 years of proven experience in a call centre environment, with a strong track record of achieving performance targets.
- A full or part professional qualification that is recognized by the bank.
- Strong interpersonal skills and leadership abilities, with the capacity to motivate and inspire teams to perform at their best.
- Excellent communication skills and a demonstrated ability to work effectively as a team player.

Key Responsibilities

As a Team Leader, you will:

- **Lead and motivate** the inbound/outbound Contact Centre team, fostering a positive and results-driven culture.
- **Supervise and manage** contact centre operations to achieve Service standards and efficiency, ensuring accurate and timely reporting.
- **Monitor team performance** and provide coaching to optimize results.
- **Streamline processes** and workflows to enhance operational efficiency.
- Collaborate with other departments to resolve escalated issues and improve overall service delivery.
- Provide **hands-on support** to agents during customer interactions to maintain service excellence.
- Develop and implement effective **cross-selling strategies** to drive revenue growth.
- Be flexible to work in **rotating shifts** (day and night).

If you are passionate about customer service, thrive in a dynamic environment, and are eager to make an impact, we want to hear from you.

Apply now and be a part of our journey to excellence!

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 January 26, 2025.

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