



Are you driven by ambitious goals for your future?

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.

Assistant Manager – Cards Customer Service

Job Responsibilities

- Lead and manage the Cards Customer Service Unit.
- Ensure service levels are maintained as per agreed timelines.
- Review customer complaints pertaining to cards and ensure timely resolution and take measures to prevent recurrence.
- Coordinate with other units at card centre, contact centre and other departments / branches to provide a superior service to customers.
- Manage the physical card dispatching and stock levels.
- Manage a selected list of high net worth clients personally, in order to provide an astonishing service.
- Lead card upgrade and conversion projects to improve customer experience and benefits.

The Person

- A minimum of 7 years experience in banking with exposure to cards customer service.
- Full or part completion of a Bachelor's degree in banking / finance or equivalent qualification from a recognized professional body.
- Ability to build and maintain strong customer relationships.
- Strong analytical, problem solving skills coupled with excellent communication abilities in English and Sinhala both verbal and written
- Strong inter-personnel skills.

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

Only the shortlisted candidates will be contacted by Seylan HR.