

JOIN THE TEAM OF CARGILLS BANK

Assistant Relationship Manager - Collection Accounts

KEY RESPONSIBILITIES

- ✓ Actively manage and grow a portfolio of collection accounts, ensuring strong relationships and excellent service delivery.
- ✓ Identify and acquire new collection accounts, focusing on strategic partnerships.
- ✓ Proactively work with collection account partners to increase the volume of transactions and optimize the collection process.
- ✓ Conduct regular performance reviews, identifying trends and taking corrective actions as needed.
- ✓ Regularly visit merchants to strengthen relationships and promote services.
- ✓ Actively support initiatives to increase the adoption of Cargills Bank's digital banking products and services.
- ✓ Ensure compliance with all relevant regulations and internal policies related to collection accounts and digital banking.
- ✓ Prepare detailed reports on collection account performance, trends, and customer insights.

EXPERIENCE & QUALIFICATIONS

- ✓ Minimum 1 - 2 years of experience in relationship management/sales and marketing
- ✓ Educational Qualifications related to Banking/Business Management is preferred
- ✓ Excellent communication and interpersonal skills, with the ability to build rapport with clients and internal stakeholders
- ✓ Strong leadership, analytical skills and proficiency in Microsoft Office applications
- ✓ Passion for customer service and a drive to achieve business objectives

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **24th March 2025**.

Head of Human Resources
Cargills Bank PLC
No. 696, Galle Road, Colombo 03.