

Job Advert Details

Purpose of Department

Wholesale Client & Account Servicing Operations manage banking transactions across 8 delivery services relating to CMB, GB&M customers. Team is currently supporting 9 jurisdictions in Colombo GSC.

Job Description

We are currently seeking ambitious individuals to join this team in the role of Assistant Manager - Processing. In this role, you will:

- Perform timely activities such as day to day quality reviews/checking of queries processed by the Team & update all relevant MI's to confirm completion of reviews and errors identified
- Escalate any potential issues towards entries processed.
- Acquire and update knowledge on procedures related to relevant processes.
- Maintain high quality standards and avoid rework within the stipulated time frame and defined SLA's whilst meeting the needs and expectations of customers by ensuring that escalations and complaints are handled in a timely manner.
- Effectively cascade any process related communication such as procedure changes, updates etc., to all related stake holders. Also provide structured coaching on an on-going basis to help improve individual operator performance by conducting huddles and timely feedback which is duly signed off.
- Act as a process expert and extend support to the operations team by facilitating best practices with various initiatives like process re-engineering, training in conjunction with peers and line management.
- Ensure that the team continue to meet all PLAs – cut-offs, quality, Audit & Risk, OOE, & mitigate any operational losses, etc.
- Work independently while establishing effective relationships across all locations to drive a “Joined Up” approach.

Qualifications

Skills / Experience Required

- 3 years' experience in WCAS including experience in handling WCAS ASP work.(E)
- Strong communications and coaching skills, particularly competent with English written and spoken skills.(E)
- General inquisitiveness with a willingness to learn and challenge the status quo where appropriate (E)
- Ability to learn quickly, transfer knowledge appropriately, understand and interpret numeric data.(E)
- Evidence of good analytical, statistical and data mining skills to study trends and make projections.(D)
- Production management skills and ability to initiate process improvements.(E)
- Good organizational skills and ability to work with minimal supervision.(E)
- Ability to be proactive in projecting and handling crisis situations and taking appropriate / timely decisions (E)
- Aptitude to work well under pressure with high degree of accuracy (E)

Additional Information / Specific Skills (If Any)

- Selected candidates should be willing to work in flexible shifts (E)
- Short listed candidates will be pre-informed for the interviews.

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.