

# PEOPLE'S BANK

People's Bank, a premier bank in Sri Lanka with the largest customer base providing innovative financial solutions to its diversified clientele for over six decades and as a conducive environment for those who strive to achieve excellence and believe in professionalism, the Bank is looking for a talented & dynamic individual to fill the following supportive position in the Bank.

## CONTACT CENTRE MANAGER

The key responsibilities involved in the position among others are,

### STRATEGIC IMPLEMENTATION

- To develop quality assurance, training and process and control and implement the approved structure to achieve the metrics.
- To build the quality and control targets and the measurement tools required to ensure they are achieved down to the individual staff level.
- To develop the required Quality Assurance (call, transaction and process) MIS for all units under Contact Centre.
- To build and feed into the recruitment and staff development process of all units in Contact Centre to ensure that right resources are being recruited, effective training deployed and staff groomed for increased /changes in responsibilities.
- Work with the Head of Business/ Operations Units to develop and implement a control strategy that drives improved risk governance.
- Develop and Implement Quality and Key Control metrics.
- Identification and implementation of Key measurements for call, transaction, and operational risk items.
- Implementation of the framework of measurement of performance of these metrics working with various teams owners to define and roll-out the unit specific metrics.
- Providing intelligence and support to Contact Centre. Arrange monthly front office back office meetings, Service Quality Forums, Audit reviews etc.
- Work with relevant stakeholders to create awareness amongst the Contact Centre Leadership team on the performance of Key Indicators of various interactions and processes that impact customer's experience and propose measures to improve their performance.
- Where required, provide support and cross check the performance rating given on KPIs for each unit.
- Responsible for Contact Centre Readiness for New Product and Service launch.
- Represent Contact Centre in all new products, process and service launches.
- Work with Business, Product Heads and cross functional stakeholders across the bank to define processes, system requirements and SLAs for new products and services to ensure readiness of Contact Centre.
- Develop metrics, training material, and control guidelines to measure performance.
- Enhance processes for defining, monitoring and reporting service performance against service level agreements (SLAs) metrics and other related targets.
- Perform Competition scan on service metrics and customer experience for benchmarking against the best in class.

### REVENUE GENERATION

- Provide insight into revenue generation opportunities and how to transform the unit into a profit Centre.
- Structure the performance management of contact Centre fulfillment team to ensure high conversion of leads.
- Provide management with recommendations that will drive increased sales and productivity.
- Perform analysis on key revenue generation metrics and recommend action.
- Collaborate with product owners to identify and implement enhancements to increase sales from contact Centre.

### KEY COMPETENCIES

- Good Communication Skills
- Leadership Qualities
- Innovative thinking
- Active Team Player
- Knowledge in Banking Products
- Maintaining a Good Relationship with internal and external Customers
- Working under pressure
- Positive Attitudes
- Good Interpersonal skills
- Sound Product Knowledge.

### QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree or a Masters degree offered by a UGC recognized institute preferably in Business, Commerce, or Marketing preferably with a recognized Diploma in Banking.
- At least 10-12 years of overall Banking experience with at least 2 years of specialized experience in Contact Centre related people and process management.

### AGE

- Preferably below 45 years as at closing date of Applications.

### METHOD OF SELECTION

Shortlisted applicants based on the stipulated qualifications and experience will be called for an interview. The appointment will be made on contract basis.

### CONDITIONS OF EMPLOYMENT

The position of contact centre manager in the non-banking stream is equivalent to the grade of Manager (3-I) in main banking stream in the Bank. The performance will be evaluated annually.

### REMUNERATION

An attractive and negotiable remuneration package commensurate with qualifications and experience will be offered to the selected candidate for the above position.

### APPLICATIONS

Please send details of achievements and experience relevant to the job applied for together with your curriculum vitae along with copies of certificates and contact numbers of two non-related referees. The post applied for should be stated in the subject line of the Email and should reach the Email Address: [recruitment@peoplesbank.lk](mailto:recruitment@peoplesbank.lk) on or before 18.06.2024

An Email confirmation of receipt will be sent upon the receipt of the curriculum vitae. In the event a confirmation has not been received within a reasonable period of time, you may inquire regarding the application on telephone numbers 0112481542/0112481416.

All applications will be treated in strict confidentiality and any form of canvassing will be regarded as a disqualification. All incomplete and Non-complying applications will be rejected.

The Bank reserves the right to decide the number of vacancies, postponement or cancellation of recruitment or on any other information not included in the advertisement.

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