



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

SERVICE QUALITY ASSURANCE ASSOCIATE (FIXED TERM CONTRACT)

The Job

We are seeking highly observant and analytical individuals to assess and enhance the customer experience who will play a key role in shaping the quality of service delivered to customers. As a Service Quality Evaluator, you will engage in providing feedback on customer service/ assess the overall experiences. Your insights will directly contribute to improving service standards .

Responsibilities

- Assess key elements of the customer journey, focusing on service delivery and operational efficiency.
- Observe and evaluate overall functionalities .
- Provide detailed, structured reports based on your observations, highlighting strengths and areas for improvement.
- Ensure your activities align with regular customer behavior to maintain the authenticity of the evaluation process.

Eligibility

- Minimum of five (5) credit passes for G.C.E. O/L's including English and Mathematics
- Minimum of three (3) simple passes for G.C.E. A/L's including English
- Ability to speak, understand and write in English and Sinhala (Tamil would be an added advantage)
- Age between 18 to 25

Competencies

- Customer-Oriented Perspective: Approach the role from the viewpoint of a typical customer, offering fair and unbiased assessments.
- Exceptional attention to detail, with the ability to notice and evaluate various aspects of the customer experience. Strong observational skills with the ability to pick up on subtle details in service delivery.
- Strong written communication skills, enabling you to provide clear, concise, and objective feedback.
- Ability to maintain professionalism, ensuring your assessments reflect the natural customer experience.
- Flexibility to complete evaluations according to a scheduled timeline.
- Prior experience in customer service evaluation or similar roles is advantageous but not required.

Benefits

- Flexible working hours that allow you to complete assignments within set time frames.
- Competitive compensation .
- This role is ideal for individuals who are passionate about enhancing customer service and operational performance in the banking sector.

8th November 2024



APPLY VIA XPRESSJOBS