

JOIN THE MOST AWARDED BANK IN SRI LANKA



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World.

Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

Card Centre Associate (Fixed Term Contract)

Are you a results-driven professional with a strong foundation in financial operations and customer dispute resolution? We are seeking a motivated individual who excels in managing complex workflows, ensuring financial accuracy, and delivering exceptional service. This role offers the opportunity to work in a dynamic environment where precision, accountability, and proactive communication are key to success.

JOB PROFILE

- **Dispute Management** : Investigating and managing the entire chargeback process, from initial customer claim to final resolution, while adhering to regulations from networks like Visa and Mastercard.
- **Settlements & Reconciliation** : Performing daily reconciliation of all card transaction data against settlement files from payment networks. The core task is to identify and resolve any financial discrepancies to ensure the bank's ledgers are accurate.
- **Reporting & Communication** : Creating and distributing key operational reports on transaction volumes, dispute metrics, and reconciliation status for management and other internal departments.
- **Basic Data Analysis** : Using transaction data to identify trends, patterns, and potential risks, helping to improve processes and prevent financial loss.

APPLICANT'S PROFILE

- Age below 35 years.
- Passed G.C.E. O/L with 'B' pass for English and "C" pass for Mathematics.
- 02 Years of proven experience in a similar role within a financial institution, with strong exposure to customer inquiries, correspondence, dispute handling, and reconciliation processes.
- Ability to work independently with high accuracy and accountability.
- Skilled in managing multiple tasks and priorities under time constraints.
- Proactive and positive attitude with strong problem-solving orientation.
- Excellent communication, organizational, and analytical skills.

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk

Careers

Open Positions

Card Centre Associate (Fixed Term Contract)

 **COMMERCIAL BANK**