

VACANCIES



CDB believes in elevating the lives of all Sri Lankans. Our focus is to employ and engage individuals who aspire to grow their careers within a renowned financial entity, working with a dynamic team of industry professionals who are dedicated to raising the bar and setting benchmarks in Sri Lanka's financial industry.

Junior Executive / Executive – Card Centre

To support the daily operations of the card centre by ensuring smooth processing of card-related activities, handling customer queries, and coordinating with internal and external stakeholders. The role focuses on maintaining operational accuracy, delivering high-quality service, and meeting organizational objectives for card services.

1. Customer Query Handling:

- Respond to customer inquiries related to card operations, such as statements, limits, or transaction issues.
- Escalate complex issues to the appropriate department for resolution.

2. Operational Coordination:

- Collaborate with internal teams such as reconciliation, compliance, and delivery to ensure smooth operations.

3. Fraud and Risk Monitoring:

- Monitor suspicious transactions or activities and escalate potential fraud risks and weekly follow up on blocked cards.

4. Reporting:

- Prepare and submit periodic reports on operational performance and customer service metrics to the supervisor.

5. Process Improvement:

- Identify areas for operational improvement and recommend solutions to enhance efficiency and service quality.

Knowledge, Skills & Experience Required for the Role

Educational Qualification: Part qualification in banking or finance

Experience: Basic understanding of card operation process and exposure to card processing

Competencies:

- Strong attention to detail and accuracy.
- Good communication and interpersonal skills.
- Knowledge of card systems and banking operations.
- Ability to work under pressure and meet deadlines.
- Proficiency in MS Office and operational software.

Rewards and remuneration commensurate with qualifications, competencies and abilities, with a well-defined career path awaits those with ambition, motivation and a willingness to perform.

Please e-mail your CV together with contact details of two non-related referees indicating the position applied for in the "Subject" line of the e-mail to

 [careers@cdb.lk](mailto:ccareers@cdb.lk)



Citizens Development Business Finance PLC

HOTLINE 0117 388 388

www.cdb.lk

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