



Growth is a mindset. Ready to nurture yours?

Seylan Bank, one of the most progressive banks in the country, is seeking a competent and forward thinking person to fill the following vacancy. This is your opportunity to join our dynamic team and move towards your career goals.

Officer – Digital Banking (Off-Site ATM /CRM Operations)

Job Responsibilities

- Manage weekly Off-site ATM cash loading schedules in a cost effective manner.
- Comply standards are met and reconcile ATMs using Robotic Process Automation (RPA).
- Ensure all cash shortages and excesses reported are properly reversed by balancing and passing necessary entries through daily batch posting.
- Ensure that each ATM ledger account is balanced when cash replenished.
- Monitor the ATMs centrally and notify IT on breakdowns/errors.
- Implement RPA (Robotic Process Automation) Reconciliation for CRMs.
- Resolve customer issues related to retained cards and non-receipt of cash liaising with service provider, branches and Card Center.
- Active engagement in the Advance Channel Manager (ACM) Project.
- Answer all calls relating to Off Site ATMs and SMS alerts received at the department and attend within stipulated time frame.
- ATM/CRM related testing.

The Person

- Minimum 5 years of experience in Banking with exposure to Digital Banking.
- Diploma in Digital Banking or equivalent qualification from a recognized professional body will be an added advantage.
- Fully or part qualification in IT.
- Knowledge on other Digital Banking Products will be an added advantage.
- Effective communication and interpersonal skills.
- Strong planning, organizing and team building skills.

If you fulfill the above criteria, we invite you to email your CV along with a recently taken photograph to careers@seylan.lk within 7 days of this advertisement.

Only the shortlisted candidates will be contacted by Seylan HR