

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.

Executive Officer – Customer Journeys and Implementation

JOB PROFILE

- Assist to map the end-to-end customer journeys across all touchpoints and ensure implementation of customer journey improvements.
- Collaborate with relevant stakeholders on the rollout of journey-related initiatives, ensuring timely delivery.
- Understand customer needs, identifying trends, and make recommendations that contribute to business growth and customer satisfaction.
- Assist to conduct training and change management to support new journey implementations.
- Analyze customer feedback, NPS, CSAT to inform ongoing journey optimization.
- Conduct competitive benchmarking and stay up to date on Customer Experience and customer journey trends.

APPLICANT'S PROFILE

- Bachelor's degree in Business Administration, Marketing, Communications, Customer Experience Management or any related field.
- Minimum of 2 years of direct experience working in a Customer Experience department.
- Strong verbal and written communication skills, with attention to service messaging and cultural alignment.
- Expert at driving cross-team initiatives, influencing stakeholders without formal authority, and aligning diverse groups through strong communication and collaboration to achieve impactful results.
- Insightful and inventive professional committed to elevating customer experiences through creative solutions, continuous improvement, and a deep understanding of customer expectations.

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

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 **COMMERCIAL BANK**