



Vacancy

EXECUTIVE EXTERNAL SERVICES

LankaClear (Pvt) Ltd., the operator of LankaPay, the National Payment Network, functions under the guidance of the Central Bank of Sri Lanka providing backbone infrastructure to the entire financial industry of the country. LankaClear is owned by the Central Bank of Sri Lanka and all licensed commercial banks operating in the country.

In order to meet market demands and to be a catalyst for future growth, we have continually innovated and improved our processes and technology. Due to organizational changes and cater to new large scale projects to be implemented, we are seeking a dynamic, experienced and high caliber individual to fill the following vacancy and to further strengthen our professional team.

Job Responsibilities:

- Answer customer queries professionally and maintain records of problems reported by members of the LankaPay payment network in Sri Lanka.
- Provide first level assistance and ensure that the problems are resolved on timely manner.
- Resolve customer complaints and document the resolutions.
- Enter customer information and maintain customer records accurately.
- Follow up customer calls/queries where necessary.
- Identify and escalate situations requiring urgent attention including monitoring of Help Desk Tracking and CCAPS System/s to ensure all correspondents and customer inquiries are completed on timely manner and any adverse impacts to be reported to the management.
- Research required information using available resources.
- Stay current with system information, changes and updates.
- Coordinate testing of applications, systems, processes and procedures, hardware and/or software changes.
- Resolve disputed transactions problems in a timely manner and meet service levels and other standards for the job.
- Assist LankaPay members on resolving their customer disputes through LankaPay dispute management system.

Minimum Qualifications and Requirements:

- Should have a Diploma in Business Management or IT or a similar qualification from a recognized institute.
- Minimum of 3 years work experience in the field of customer services.
- Should have relevant technical skills in computer usage and security best practices, operational knowledge in clearing activities, experience in card related payment systems dispute management and preferred to have knowledge in ATM switch operations.
- Basic Unix knowledge (optional). Ability to effectively use transaction exceptions management tools.
- Excellent customer service skills that build high levels of customer satisfaction for internal and external customers.
- Excellent verbal and written communication skills with the ability to communicate to technical and non-technical audiences at various levels of the organization or that of clients. Excellent problem-solving and time management skills.
- Ability to work in cross-functional teams and excellent team working capacity.
- Be proactive in gathering information and sharing ideas. Should be willing to work 24/7 on a shift basis.

Please note that this position engages with roster based shift work including nightshifts hence we encourage male applicants to apply.

In addition to an attractive salary and benefits package commensurate with industry standards, the selected candidate can look forward to prospects for career growth in a rapidly growing, stable Company.

Please send your CV including names and contact details of 2 non-related referees within 07 days of this advertisement to the e-mail address or postal address given below. Applicants e-mailing applications should state the post applied for in the subject field while others should state same at the top left hand corner of the envelope.

Head of HR & Administration

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E mail: careers@lankaclear.com

Web: www.lankaclear.com

(While we value all applications received only short-listed candidates will be called for interviews.)