

UNLEASH YOUR TRUE POTENTIAL

HIRING TRAINEE CUSTOMER SERVICE OFFICER (CSO)

LankaBangla Finance Limited (LBFL) is the fastest growing financial institution in Bangladesh operating its business through 25 (twenty five) branches across the country. LankaBangla Finance has set new benchmark by showing outstanding business growth for the last 3 (three) years in all of its operational areas of Corporate, Retail, SME and Liability Management. LBFL has also got strong presence in the capital market through its subsidiaries - LBFL Securities, LBFL Investments and LBFL Asset Management Company. It has a strong corporate governance and as a testimony to that, LBFL won South Asian Federation of Accountants (SAFA) Award for Best Presented Annual Report in 2014, SAFA - an apex body of SAARC.

LBFL always rely on the people who are dynamic, proactive, confident, self-motivated, team oriented and want to lead from the front. LBFL harnesses the skills and resourcefulness of its in-house talents to create opportunities. Our vision is to be the most preferred financial service provider in creating, nurturing and maximizing value to the stakeholders, thereby, growing together... and in order to achieve that, we make huge investments in our employees – our most valued resources and push them to unleash their true potential.

KEY RESPONSIBILITIES

- Provide splendid customer services to customers in a friendly and courteous manner at all times by promoting cordial relationship, ensuring prompt attendance to their inquiries and solving customers' problems to grant them maximum satisfaction
- Have sufficient knowledge about the financial products and services for responding to all inquiries accordingly
- Improve customers' experience with LBFL by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- Establish and Ensure that customers' confidential information is properly protected and only used for official purposes
- Be involved in performing transactions/entry through core transaction systems
- Channel complex customer complaints and challenges to the right quarters for effective resolution
- Contribute to the branch performance by working in a team as a team member

KEY QUALIFICATIONS

- Minimum Graduation from recognized university with CGPA 4.5 in S.S.C. & H.S.C and 3.00 in graduation. No third division/class/equivalent CGPA in their academic career
- Strong communication skill in English & Bengali, problem solving and interpersonal skills
- Fresh graduates are encouraged to apply

WE OFFER

During training period remuneration will be Tk. 20,000/- (consolidated) per month. After successful completion of training period, incumbent will be absorbed as CSO. CSO will be entitled to monthly gross salary Tk. 25,000/- with other admissible benefit as per LBFL policy

AGE LIMIT

Maximum 30 (thirty) Years as on July 15, 2018

Only short listed candidates will be called for the interview through standard recruitment process. LBFL reserves the right to accept or reject any application without assigning any reason whatsoever.

If you believe that you are the person we are looking for, we invite you to submit your application through our website- <https://www.lankabangla.com/career/trainee-cso-2018/>. Only online application will be accepted.

You are **focused** and **people centric**
You are **diligent** and **meticulous**
You believe in **power of innovation**
and **team work**
You dare to **dream**