

State Mortgage & Investment Bank

Career Opportunities at SMIB



SMIB, as the premier housing bank to the Nation, invites applications from candidates who have demonstrated dynamic leadership roles and make full commitment to achieve business goals with relevant qualifications and experience for the following post.

Call Center Assistant - Contract basis

Key Responsibilities

- Handle customer inquiries through Hot Line, E-mails, Messenger, WhatsApp and other channels.
- Provide accurate and timely information to customers.
- Resolve customer issues and concerns in a professional and efficient manner.
- Document customer interactions and transactions.
- Work closely with relevant teams to ensure customer satisfaction.

Qualifications

GCE A/ L with Three (03) passes

Excellent communication skills in Sinhala, English & Tamil Language would be a distinct advantage.

Experience

A minimum of one (01) year similar capacity. Experience in a Financial Institution would be a distinct advantage.

Remuneration

Monthly Allowance: Rs.50, 000.00

Age - Not more than 25 years.

General Conditions

Method of Selection - Selection by an Interview as per the recruitment policy and procedure of the Bank.

Closing Date for Applications - 03.06.2025

How to Apply

Interested qualified candidates should send their Curriculum Vitae and copies of their Educational/Professional transcripts and the names, addresses and contact numbers of two professional non-related referees via the below email address.

All applications will be treated in strict confidential and any form of canvassing will be regarded as a disqualification. The Bank reserves the right to decide the selection, postponement or cancellation of recruitment or any other action and/or change the selection criteria for this recruitment. The decision of the Board of Directors will be final and conclusive.

Applications should only be sent via ***careers@smib.lk***