

PEOPLE'S BANK

YOUR PATHWAY TO A SUCCESSFUL CAREER IN FINANCIAL SECTOR

People’s Bank is currently repositioning itself as a dynamic and vibrant state commercial bank in the financial sector. Towards this end, we are searching for future leaders, who are committed, enthusiastic and responsible youth with excellent spirit and a passion for high performance. If you are with this caliber come & join with us.

CUSTOMER SERVICE ASSISTANT

QUALIFICATIONS AND CRITERIA

- Should be a citizen of Sri Lanka.
- Should pass minimum of six (6) subjects at G.C.E (Ordinary Level) examination with 05 credit passes including Mathematics, English and Sinhala/Tamil in one and same sitting.

Or

- Should pass Edexcel or Cambridge Ordinary Level (O/L) examination with minimum 06 subjects with 06 “C” passes including English and Mathematics in one and same sitting.

And

- Should possess minimum 03 simple passes at the G.C.E. (Advanced Level) examination in one and same sitting (excluding General English). However, passing General English is an added advantage.

Or

- Should possess minimum 03 “E” passes at Edexcel or Cambridge Advanced Level (A/L) examination in one and same sitting.

Age

- Age should not be less than 18 years and should not be more than 23 years as at closing date of applications. (Candidates shall be treated as having satisfied the qualifications relating to the age if his/her date of birth falls on or before 27.07.2007 or on or after 27.07.2002)

Language proficiency and skills

- Good communication skills in Sinhala/Tamil and English.
- Working knowledge of English and Sinhala/Tamil
- Computer literacy
- Excellent people skills
- Working under pressure and high level of integrity
- Target oriented & Multi skills
- Willing to work extended hours and during weekends

METHOD OF SELECTION

- Candidates who are recruited under this scheme will be referred to a formal and comprehensive training covering all the aspects of banking on a two year training contract basis.
- The selection is made subject to an onsite supervised online examination conducted by the Open University of Sri Lanka where the selection are made subsequent to an interview/ interviews conducted by the Bank for the shortlisted candidates.
- The selection is made on order of merit on district basis based on the vacancies identified in each district.
- The onsite supervised online examination will consist of 1 paper. The outline of the exam is as follows.

Subject	Types of questions	Number of questions	Duration	Total Marks
Banking & Finance, Information Technology Knowledge, General Knowledge, Numerical Skills, Psychometric, Aptitude Testing, IQ	MCQ	50	1 hour	100

- Those who follow degree courses or studying in any university and those who have obtained admission to follow such courses are not eligible to apply in consideration of the fact that this is a full time employment.
- Despite the candidate has passed the examination if he/she does not meet the minimum eligibility criteria determined by the bank, as at closing date of the application or submission of false/incorrect information he/she shall be rejected at any stage of the recruitment without any further notice. If any applicant fails to produce the documentary evidence to prove the above required eligibility criteria at the time of verification of certificates, his/her application will be rejected immediately.
- The examination will be in all three languages (Sinhala, Tamil and English) and the candidate shall sit for the examination only in one language of their preference.
- The Customer Service Assistants are required to serve continuously in the district that they are initially placed during the period of contract. In the event the Bank decides to absorb in the permanent cadre , they shall be required to serve cumulate period of 10 years in the said district.
- Applicants who do not meet the eligibility criteria stated above are instructed not to apply and the Bank retains the right to disqualify any candidates who do not meet the aforesaid criteria at any stage of recruitment.

TRAINING ALLOWANCE

- A monthly training allowance will be paid during the period of training.

APPLICATIONS

Relevant application is published on the website of the open University of Sri Lanka on **<https://ou.ac.lk/peoplesbank-csa/>** and on People's Bank website under "careers" Tab. The applications can only be submitted online before the closing date of applications.

The closing date of applications is 27.07.2025. Applications submitted by any method other than this online procedure will not be accepted under any circumstances.

The instructions with regard to the submission of applications are indicated on the website of the Open University of Sri Lanka. It is the responsibility of the applicant to fill the application having carefully read the said instruction.

All applications will be treated in strict confidentiality and any form of canvassing will be regarded as a disqualification. All incomplete and Non - complying applications will be rejected. The Bank retains the right to call only the short listed candidates.

The Bank reserves the right to decide the number of vacancies, postponement or cancellation of recruitment or on any other information not included in the advertisement.

The bank ensures the protection of your personal data's privacy and confidentiality in full compliance with its established Information security Policy.

Deputy General Manager (Human Resources)
People’s Bank - Head Office
NO. 75, Sir Chittampalam A Gardiner Mawatha,
Colombo – 02.



PEOPLE'S BANK

Pride of the Nation

AA-(Baa) Fitch Rating, AAA Brand Finance Rating
People's Bank is a Licensed Commercial Bank supervised by the Central Bank of Sri Lanka