

JOB PROFILE FOR FINANCIAL SECTOR IN SRI LANKA - 2017

Manager



Loan Officer

VACANCY

Credit Card Centre is seeking highly motivated individuals for the post of **Personal Banking representative** to promote Credit Cards in the market. The ideal candidate should possess an outgoing personality, positive attitude towards work and be target-oriented. Apart from the basic salary, a Personal Banking Representative could earn an attractive commission.

REQUIREMENTS

- G.C.E O/L or A/L
- Be able to converse in English and Sinhala. Ability to speak in Tamil would be an added advantage
- Previous experience in sales would be an added advantage
- Age below 35 years

Staff Assistant

Trainee Executive



Manpower Planning Development and Research Division

Department of Manpower and Employment

Ministry of Labour Trade Union Relations and Sabaragamuwa Development



Job Profile for Financial Sector in Sri Lanka 2017

Labour Market Information Unit

Manpower Planning, Development & Research Division

Department of Manpower and Employment

09th Floor, Sethsiripaya Stage II

Battaramulla, Sri Lanka.

Tel: 0112186171 / Fax : 0112186214

**Job Profile for Financial Sector
in Sri Lanka - 2017**

ISBN 978-955-4592-03-2

**Printed by
S & S Printers
No.49, Jayanthaweerasekar Mawatha,
Colombo 10.**

Labour Market Information Unit

Manpower Planning, Development & Research Division

Department of Manpower and Employment

09th Floor, Sethsiripaya Stage II

Battaramulla, Sri Lanka.

Tel: 0112186171 / Fax : 0112186214

Job Profile for Financial Sector in Sri Lanka -2017

Survey Conducted, Data Analyzed & Report Compiled by

Ms.K.U.I Wijewardana

Development Officer

Manpower Planning, Development & Research Division

Advisory Team

Mr. Sunil Abeywardane

Director General

Department of Manpower and Employment

Mr. E. L. K. Dissanayake

Director

Manpower Planning, Development & Research Division

Ms. Y. E. Hinguruduwa

Assistant Director

Manpower Planning, Development & Research Division

LMI Team

**Ms.A.R.W.M.S.P Abeykoon - Human Resource
Development Assistant**

**Mr.K.K.D.K.S.Somarathna - Human Resource
Development Assistant**

**Ms.K.B.M.C.N.Wijewardhana - Human Resource
Development Assistant**

**Ms.H.M.N.P. Herath - Human Resource
Development Assistant**

Ms.K.U.I.Wijewardana - Development Officer

Ms.M.B.I.U.Bandara - Development Officer

Ms.P.W.C.Chandrasena - Development Officer

Ms.R.M.J.H.Gajanayake - Development Officer

CONTENTS

	Page No.
PREPACE	vii
ACKNOWLEDGEMENT	viii
DESCRIPTION OF THE JOB CATEGORIES	
1. Staff Assistant	1-2
2. Security Assistant	3-4
3. Trainee Banking Assistant	5-6
4. Trainee Executive	7-8
5. Banking Assistant	9-10
6. Accounts Assistant	11-12
7. Customer Relation Officer	13-14
8. Recoveries Officer	15-16
9. Cash Officer	17-18
10. Marketing Officer	19-20
11. Senior Banking Assistant	21-22
12. Executive Trainee	23-24
13. Teller/ Personal Banking Officer	25-26
14. Deposit and Credit Officer	27-28
15. Loan Officer	29-30
16. Pawing Officer	31-32
17. General Administration Officer	33-34
18. Internal Control Officer	35-36

19. Business Development Associate	37-38
20. Junior Executive (Pawning)	39-40
21. Junior Executive (Documentation)	41-42
22. Junior Executive (Marketing)	43-44
23. Junior Executive (Accounts)	45-46
24. Junior Executive (Branch)	47-48
25. Executive (Marketing)	49-50
26. Call Center Executive	51-52
27. Senior Executive (Marketing)	53-54
28. Senior Executive (Human Resource)	55-56
29. Legal Officer	57-58
30. Assistant Manager	59-60
31. Assistant Relationship Manager	61-62
32. Assistant Manager (Leasing)	63-64
33. Branch Manager	65-66
34. Manager	67-68
35. Manager (Leasing)	69-70
36. Head of Department	71-72
37. Senior Manager	73-74
38. Human Resources Adviser	75-76

Preface

Labour Market is a determinant factor in a country's economy. It brings employers and job seekers together at one place and facilitates matching of each other's interests.

The Manpower Planning, Development and Research Division under the Department of Manpower and Employment conducts research and studies in the context of labour market in order to distribute the useful labour market information to the relevant stakeholders.

Accordingly, several sectorial studies are being conducted by this of division with the aim of gathering employment related information. The demand and supply of the job market, required qualifications for the highly demanded jobs, career path of the jobs and many other important details about the job opportunities available are identified through these studies.

The finance sector has been identified with a significant potential in contribution to the economic development as well as employment creation.

Therefore, one of the vital studies we have planned for 2017 is the preparation of job profile for the Financial Industry. Most of the job aspirants are not aware of the basic entry requirements for financial sector employments, which causes queuing unnecessarily. Therefore, we have decided to conduct a study in to the employment prospects in financial sector which would be benefited to such aspirants as well as the industry to attract right talent.

Upon Our request, the Central Bank of Sri Lanka granted its concurrence for this study and rendered its fullest support by instructing the relevant financial institutes to collaborate with this study.

The gathered information are analyzed and forwarded through this job profile in a systematic and user friendly way .We expect that the information available in this job profile would be helpful to all parties interested in the employments in the financial sector in Sri Lanka.

ACKNOWLEDGEMENTS

This report is the final result of several steps which were supported by many people whom without this would not be a success.

First of all, we express our gratitude to the Governor of the Central Bank of Sri Lanka and the staff who gave the fullest cooperation for this profile.

Our Special gratitude goes to all the banking and non-banking institutes who participated at this national study, by way of providing the required information. Without such responses, this report would not be a fruitful exercise.

1. Staff Assistant

■ Duties and Responsibilities

- ❖ Documentation preparation & checking role.
- ❖ Issuing of the supply agreement & purchase order.
- ❖ Preparing credit file.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 26
- ❖ Upper Limit - 38

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Diploma & Certificate Qualifications

- ❖ IBSL - Certificate
- ❖ IPM - Certificate
- ❖ SLIM - Certificate

■ Professional Qualifications

- ❖ CIM, CIMA, ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

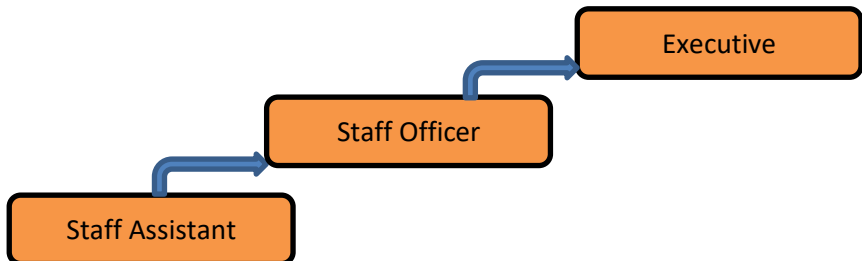
■ Soft Skills

Innovativeness	Team work
Language skill	Analytical skills

■ Required Experience

- ❖ Six months experience in Finance or Leasing

■ Career Pathway



2. Security Assistant

■ Duties and Responsibilities

- ❖ Responsible of securing the organization while operations are going on.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 23
- ❖ Upper Limit - 47

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Average

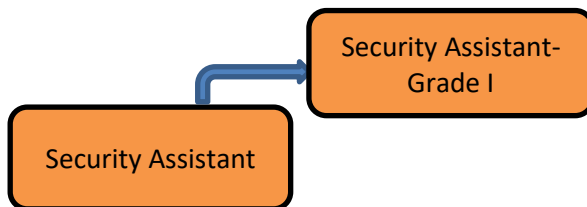
■ Soft Skills

Innovativeness	Team work
Language skill	Analytical skills

■ Required Experience

- ❖ One year experience in Security Assistant or Security Officer

■ Career Pathway



3. Trainee Banking Assistant

■ Duties and Responsibilities

- ❖ On the job trainings to learn basic banking.
- ❖ Process accounts opening and closing as per guidelines.
- ❖ Canvass new business & cross sell to existing customers calling over at the counter.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 or less

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 24

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

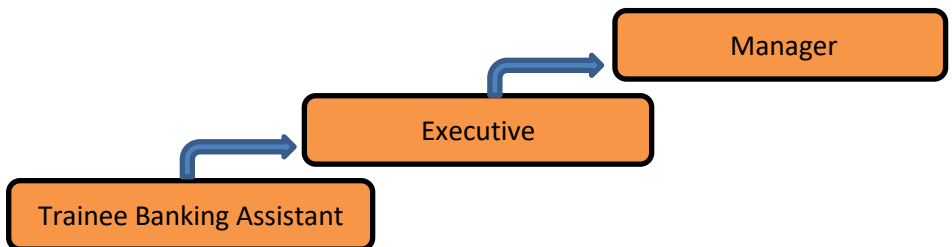
■ Special Knowledge

- ❖ MS Office package
- ❖ Handling e-mail
- ❖ Branch Operational knowledge

■ Soft Skills

Customer Orientation	Team work
Communication	Punctuality

■ Career Pathway



4. Trainee Executive

■ Duties and Responsibilities

- ❖ Recovery of dues to the company from clients.(making call to clients, visiting client, sending out reminders)
- ❖ Sending repossess vehicles to yard.
- ❖ Preparing & dispatching recovery statements to Head Office.
- ❖ Recommending repossession orders attending all the work connected with mediation board.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 or less

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 24

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology,Maths,Commerce , Art,IT)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

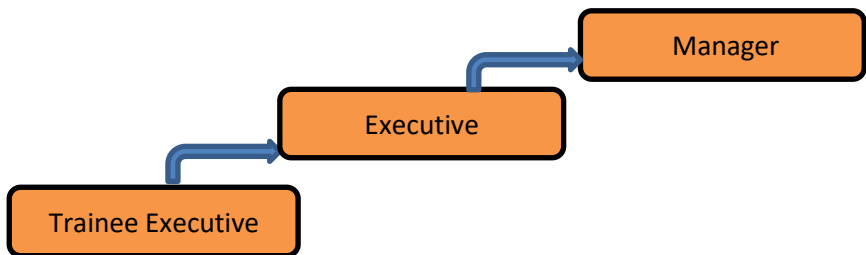
■ Special Knowledge

- ❖ MS Office package
- ❖ Customer Handling ability

■ Soft Skills

Leadership	Team work
Communication	Work under pressure

■ Career Pathway



5. Banking Assistant

■ Duties and Responsibilities

- ❖ Provide the support to the Manager, Performing given work.
- ❖ Handle day to day customer service
- ❖ Accounts openings.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 25

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ MS Office package
- ❖ Branch Operational knowledge

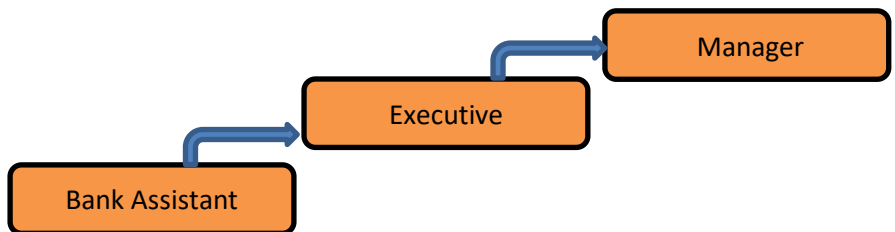
■ Soft Skills

Communication	Team work
Positive thinking	Listening

■ Required Experience

- ❖ One year experience in Banking & Finance

■ Career Pathway



6. Account Assistant

■ Duties and Responsibilities

- ❖ Prepare the accounts of company Income & Expenditures.
- ❖ Process payments.
- ❖ Gathering all documents for relevant transactions.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Knowledge of entry transaction

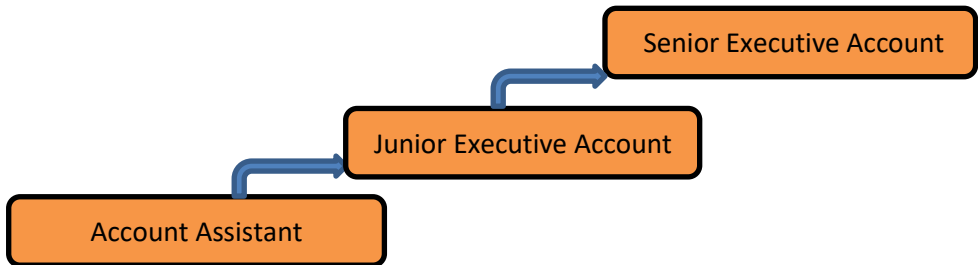
■ Soft Skills

Communication	Accuracy
Customer service skill	Numerical skill

■ Required Experience

- ❖ One year experience in Account assistant

■ Career Pathway



7. Customer Relation Officer

■ Duties and Responsibilities

- ❖ Handling customer services and inquiries.
- ❖ Maintaining good relationships with customers.
- ❖ Handling telephone calls in professional way.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ Female

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Know about the overall knowledge in company product & responsible persons

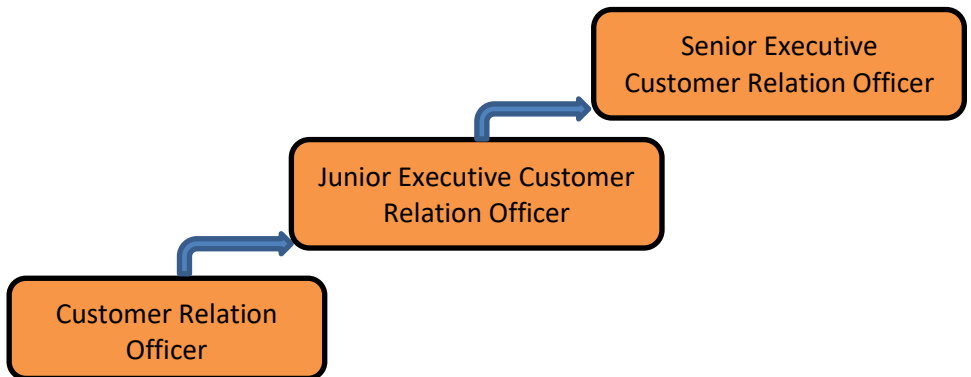
■ Soft Skills

Communication	Language skills
Customer Orientation	Punctuality

■ Required Experience

- ❖ One year experience in Similar capacity in any relevant field.

■ Career Pathway



8. Recoveries Officer

■ Duties and Responsibilities

- ❖ Achieving monthly targets on collection & provisioning.
- ❖ To keep contract below three rentals at all the times.
- ❖ Physical inspection of the vehicle & nature of usage.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package

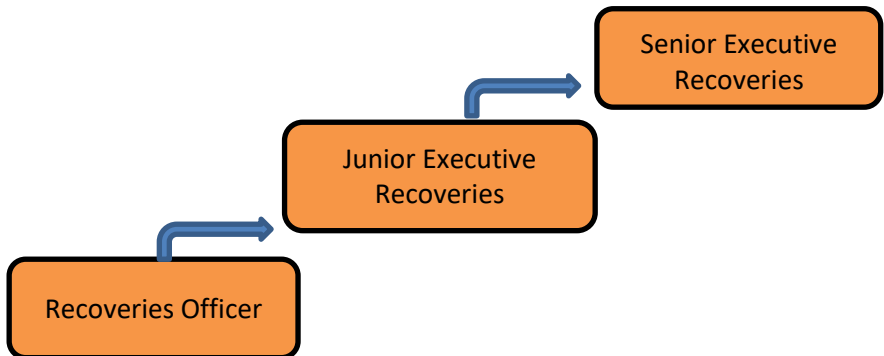
■ Soft Skills

Communication
Customer Orientation
Patience

■ Required Experience

- ❖ One year experience in similar capacity in relevant field.

■ Career Pathway



9. Cash Officer

■ Duties and Responsibilities

- ❖ Bank total collections on daily basis.
- ❖ Prepare the day end report & keeping the cheques & cash records.
- ❖ Update cash book daily.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce, Maths)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

- **Special Knowledge**
 - ❖ Computer literacy

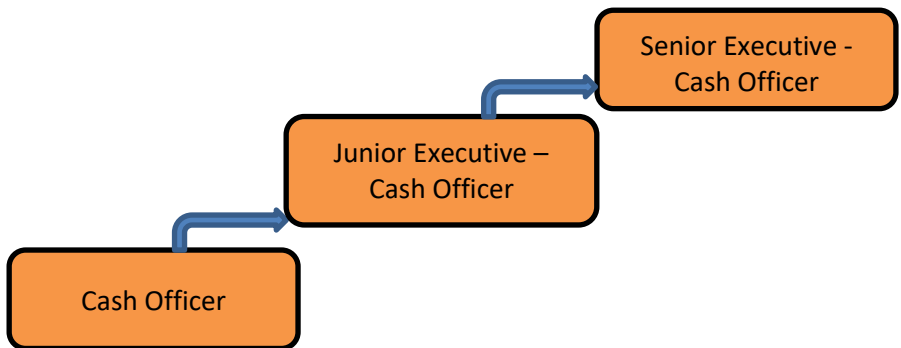
- **Soft Skills**

Accuracy
Financial awareness
Reliability

- **Required Experience**

- ❖ Two years experience in working as a cash officer or similar capacity in relevant field.

- **Career Pathway**



10. Marketing Officer

■ Duties and Responsibilities

- ❖ Attract new customers & promote the company product.
- ❖ Achieving individual targets.
- ❖ Inspection visit to business premises.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Crib Analysis

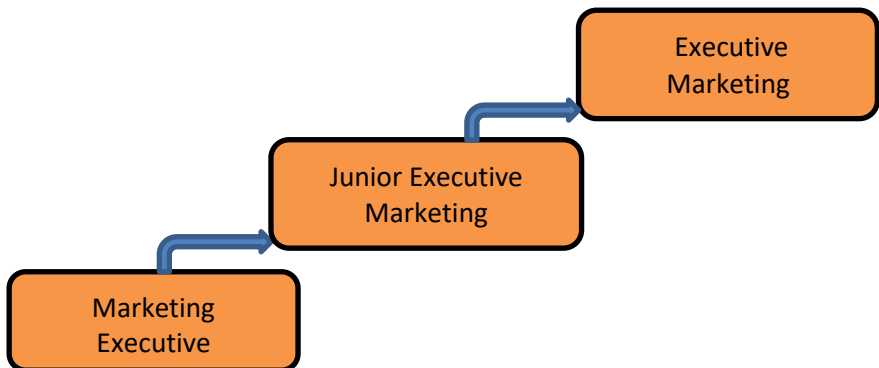
■ Soft Skills

Communication	Interpersonal Relationship
Customer Orientation	Work under pressure

■ Required Experience

- ❖ One year experience in marketing field.

■ Career Pathway



11. Senior Banking Assistant

■ Duties and Responsibilities

- ❖ Handling of Cash Officer, authorizer role.
- ❖ Provide customer service.
- ❖ Handle back office functions.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ MS Office package
- ❖ Operational knowledge

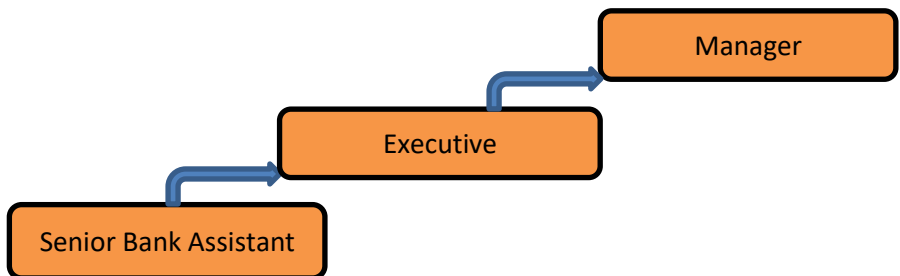
■ Soft Skills

Leadership	Decision making
Communication	Positive thinking

■ Required Experience

- ❖ Three years experience in Banking & Finance

■ Career Pathway



12. Executive Trainee

■ Duties and Responsibilities

- ❖ Evaluating & appraising credit facilities.
- ❖ Maintain credit portfolio.
- ❖ Credit recovery / Legal documentation.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.50,000 – Rs.74,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 28

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Professional Qualifications

- ❖ CIMA, ACCA, ICASL

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Fluent

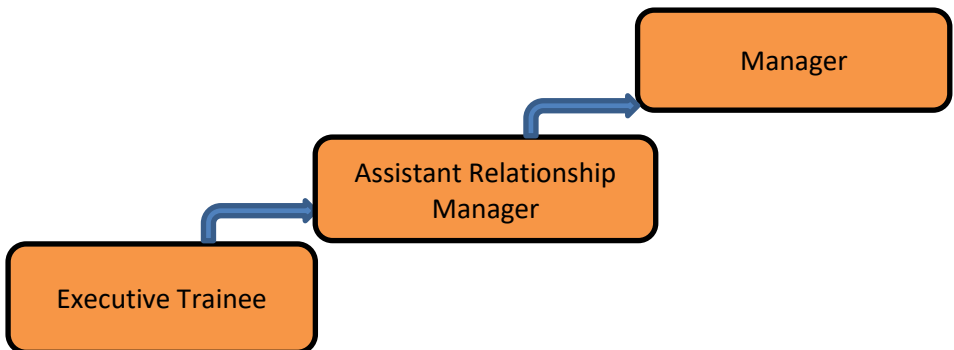
■ Special Knowledge

- ❖ MS Office package
- ❖ Operational knowledge

■ Soft Skills

Analytical Skills	Results Oriented
Communication	Customer Orientation

■ Career Pathway



13.Teller / Personal Banking Assistant

■ Duties and Responsibilities

- ❖ Ensure quick and trustworthy customer service.
- ❖ Handling all personal banking functions.
- ❖ Efficient handling all local & foreign currency transaction.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Professional Qualifications

- ❖ CIM, CIMA, ACCA, ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Poor

■ Special Knowledge

- ❖ Technical knowledge on the products & services

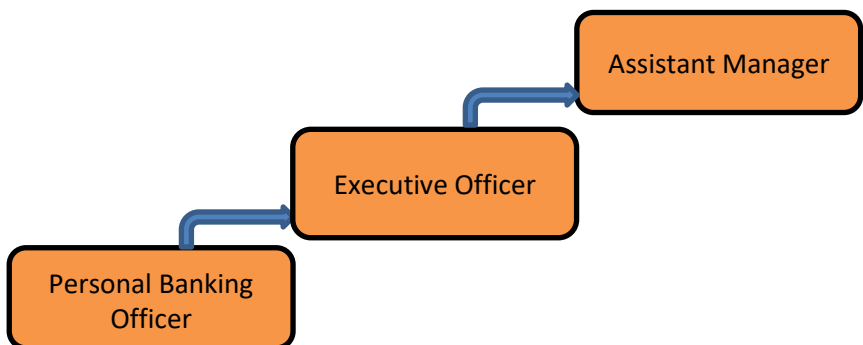
■ Soft Skills

Communication	Team work
Leadership skills	Decision making

■ Required Experience

- ❖ Two years experience in the Grade of Secretarial Assistant or relevant field

■ Career Pathway



14. Deposit & Credit Officer

■ Duties and Responsibilities

- ❖ Increase the deposit base by means of mobilizing low cost deposits.
- ❖ Ensure quick and trustworthy customer service.
- ❖ Increase loan portfolio by better customer service.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

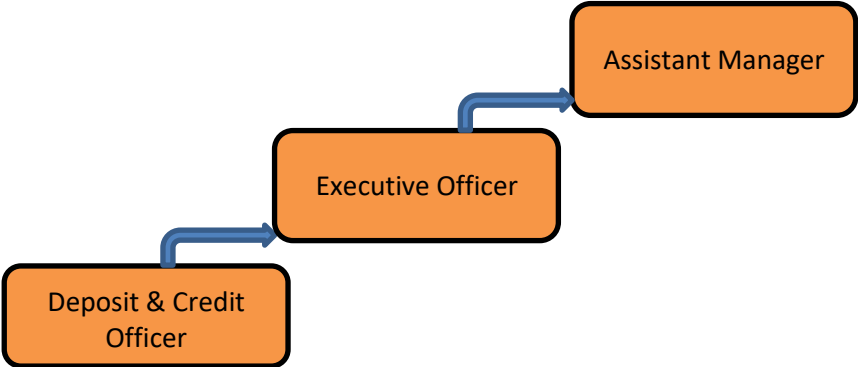
■ Gender Preference

- ❖ No Preference

■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

■ Career Pathway



15.Loan Officer

■ Duties and Responsibilities

- ❖ Increase the deposit base by means of mobilizing low cost deposits.
- ❖ Increase loan portfolio by better customer service.
- ❖ Ensure quick and trustworthy customer service.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L

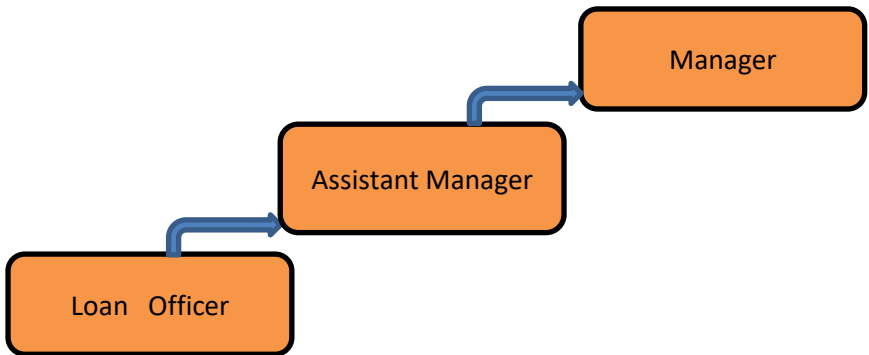
■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

■ Required Experience

- ❖ Two years experience in Grade of Junior Executive Officer

■ Career Pathway



16.Pawning Officer

■ Duties and Responsibilities

- ❖ Improve the quality of the pawning service.
- ❖ Ensure quick and trustworthy customer service.
- ❖ Increase loan portfolio.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L

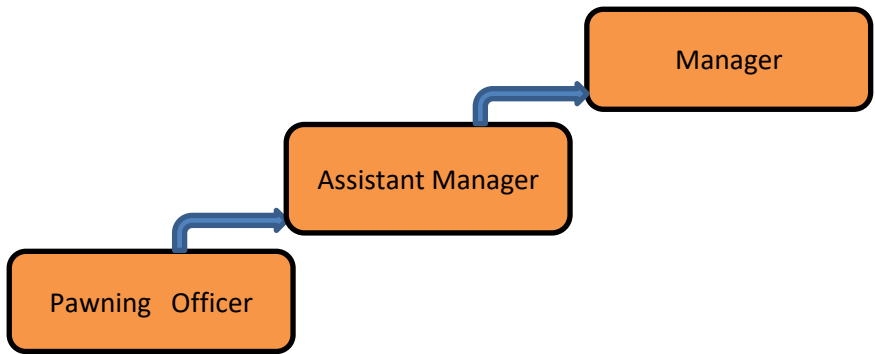
■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

■ Required Experience

- ❖ Two years experience in the Grade of Junior Executive Officer

■ Career Pathway



17.General Administration Officer

■ Duties and Responsibilities

- ❖ Coordinating all supportive service activities in order to deliver good customer service.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L

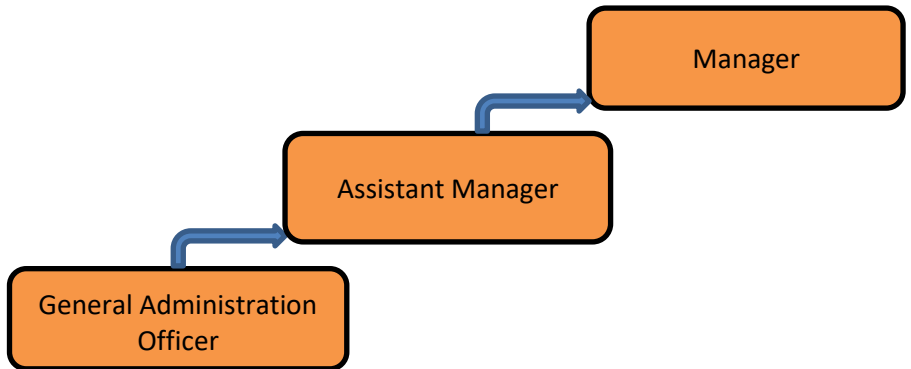
■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

■ Required Experience

- ❖ Two years experience in the Grade of Junior Executive Officer

■ Career Pathway



18. Internal Control Officer

■ Duties and Responsibilities

- ❖ Audit & check the branch functions in terms of accuracy, completeness, data integrity, accountability & authority.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L

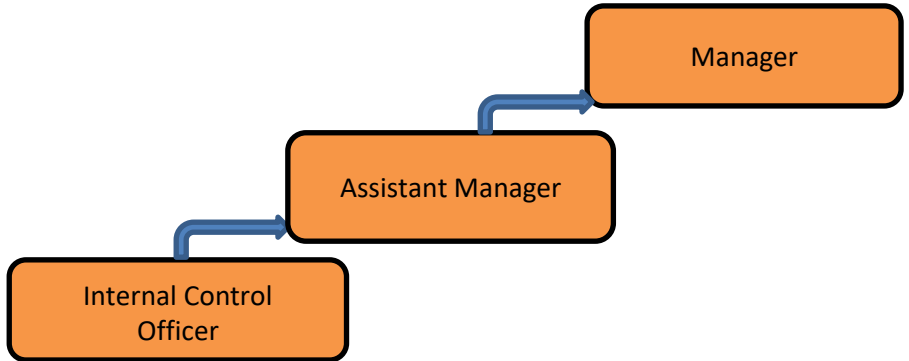
■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

■ Required Experience

- ❖ Two years experience in the grade of Junior Executive Officer

■ Career Pathway



19. Business Development Associate

■ Duties and Responsibilities

- ❖ Promoting retail assets & liability products.
- ❖ Organize & conduct branch level promotion campaigns.
- ❖ Handle customer complaints related to products & after sales.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 20
- ❖ Upper Limit - 30

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce, Art, IT)

■ Professional Qualifications

- ❖ IABF

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Average

■ Special Knowledge

- ❖ MS Office package

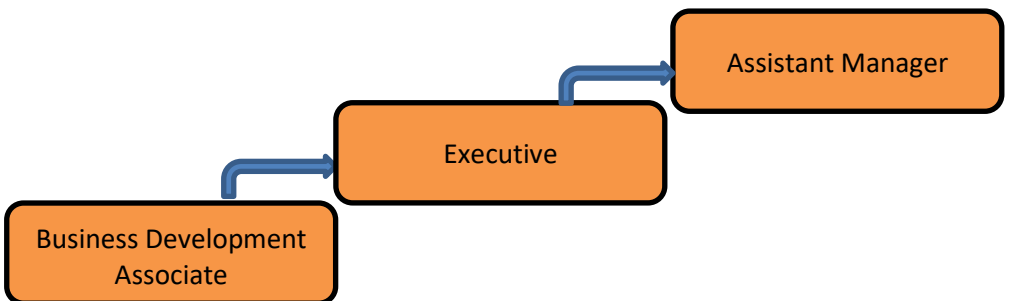
■ Soft Skills

Customer Orientation	Interpersonal Relationship
Communication	Work under pressure

■ Required Experience

- ❖ Two years Experience in Sales field.

■ Career Pathway



20.Junior Executive (Pawning)

■ Duties and Responsibilities

- ❖ Assessing the gold based on dosimeter reading & experience.
- ❖ Value the articles based on weight & accurate cartage of the article.
- ❖ Prepare the gold valuation report for each transaction.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Gold inspection knowledge

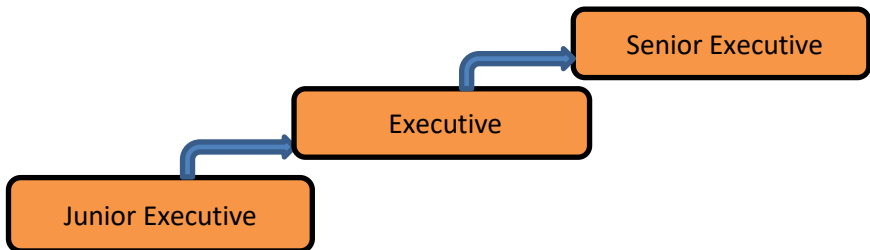
■ Soft Skills

Customer Orientation	Result Oriented
Communication	Financial awareness

■ Required Experience

- ❖ Three years Experience in Relevant pawning

■ Career Pathway



21.Junior Executive (Documentation)

■ Duties and Responsibilities

- ❖ Authorizing all systems entered data.
- ❖ Monitoring of the file payment process & checking documents.
- ❖ Verifying all aspect of the files referring company policies.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ Female

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Diploma & Certificate Qualifications

- ❖ Credit Management - Diploma

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package

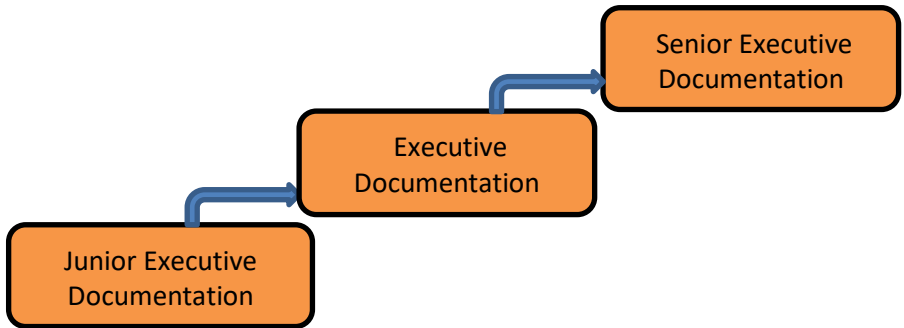
■ Soft Skills

Customer Orientation	Result Orient ended
Communication	Financial awareness

■ Required Experience

- ❖ Two years of Experience in Junior Executive Documentation category.

■ Career Pathway



22.Junior Executive(Marketing)

■ Duties and Responsibilities

- ❖ Meeting sales targets.
- ❖ Follow up with client.
- ❖ Consuming business.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 25
- ❖ Upper Limit - 30

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Professional Qualifications

- ❖ CIM, CLIM

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Good Personality

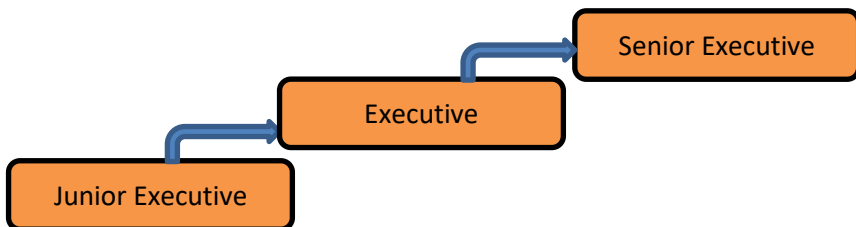
■ Soft Skills

Leadership	Customer Orientation
Work under pressure	Team work

■ Required Experience

- ❖ Two years of experience in the field of Leasing

■ Career Pathway



23.Junior Executive(Accounts)

■ Duties and Responsibilities

- ❖ Confirmation of Bank Reconciliation.
- ❖ Cashier related work.
- ❖ Processing Payments.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce)

■ Professional Qualifications

- ❖ CIM, CIMA,ACCA,ICASL,AAT,LAW

■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	Average

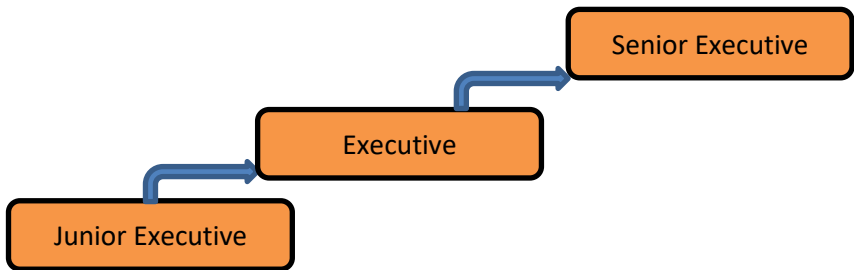
■ Soft Skills

Punctuality	Analytical skill
Result Oriented	Team work

■ Required Experience

- ❖ One year experience in Accounting field

■ Career Pathway



24.Junior Executive (Branch)

■ Duties and Responsibilities

- ❖ Reconciliation of branch Cash Operations.
- ❖ Checking manual receipt books, preparation of MIS.
- ❖ Handling floats of branches.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 or less

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 19
- ❖ Upper Limit - 24

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce, Maths)

■ Professional Qualifications

- ❖ CIMA, ACCA,AAT

■ Language Skills

Language	Expected Level
Sinhala	Average
English	Average
Tamil	poor

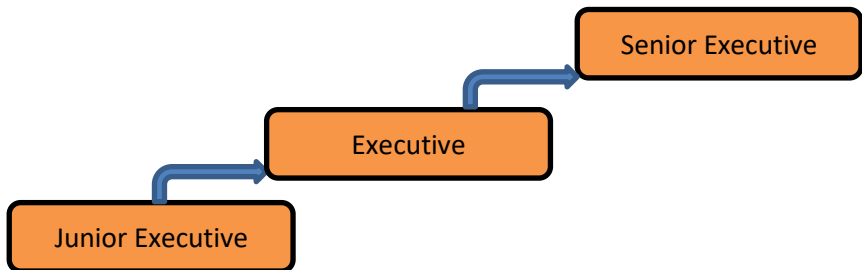
■ Special Knowledge

- ❖ MS Office package

■ Soft Skills

Analytical Skill	Decision making
Team work	Communication

■ Career Pathway



25.Executive (Marketing)

■ Duties and Responsibilities

- ❖ Create & optimize the potential opportunities of the market.
- ❖ Management of a team or junior in the branch.
- ❖ Handling customer inquiries.
- ❖ Preparation of reports & presentation to the management.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 35

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Professional Qualifications

- ❖ CIM, CIMA, ICASL, AAT, ACCA

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ MS Office package
- ❖ Business Knowledge
- ❖ Credit Knowledge

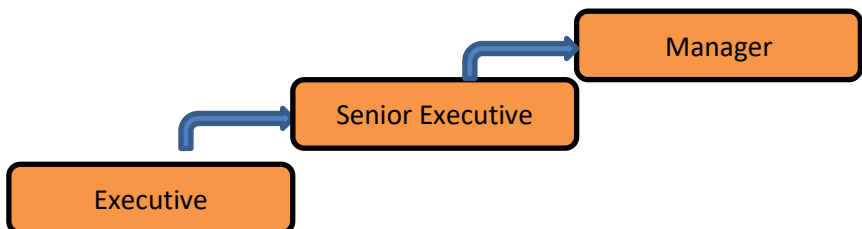
■ Soft Skills

Leadership	Communication
Team Management	Innovativeness

■ Required Experience

- ❖ Five years experience in Banking and Finance
- ❖ Three years experience in Leasing and Credit

■ Career Pathway



26. Call Center Executive

■ Duties and Responsibilities

- ❖ Handling the customer base of the branch network.
- ❖ Handling income calls & resolving customer issues.
- ❖ Referring the uncontestable facilities to recovery officers.

■ Level of the Position

- ❖ Entry Level

■ Salary Scale (Rs.)

- ❖ Rs.15,000 – Rs.24,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 19
- ❖ Upper Limit - 30

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ Customer Handling skills
- ❖ MS Officer package

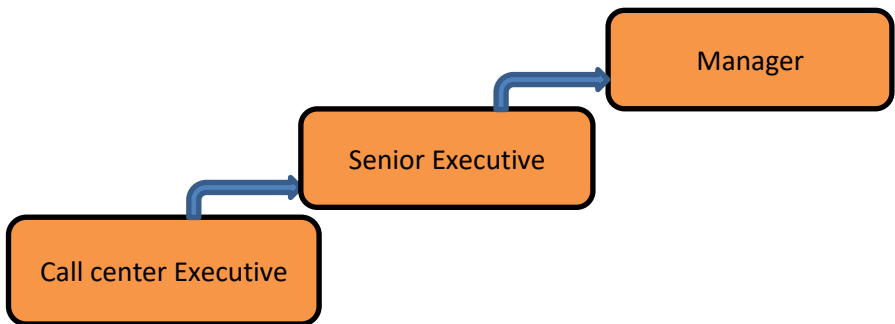
■ Soft Skills

Customer Orientation	Positive thinking
Language skill	Communication skills

■ Required Experience

- ❖ One year experience in Finance field

■ Career Pathway



27. Senior Executive (Marketing)

■ Duties and Responsibilities

- ❖ Achieving sales targets.
- ❖ Handling customer inquiries.
- ❖ Managing junior staff & assisting head of branch.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.50,000 – Rs.74,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 26
- ❖ Upper Limit - 38

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce , Art)

■ Professional Qualifications

- ❖ CIM

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ MS Office package
- ❖ Leasing and Credit Knowledge

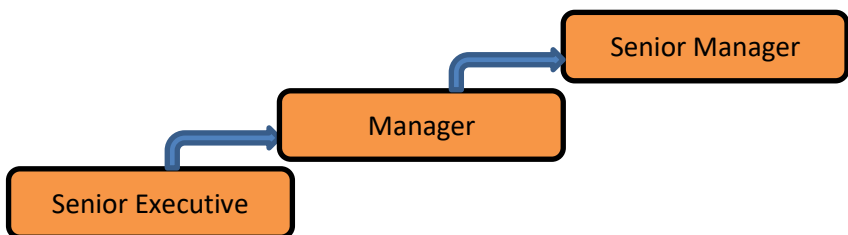
■ Soft Skills

Leadership	Decision Making
Personality	Result Oriented

■ Required Experience

- ❖ Four years experience in Leasing and Credit

■ Career Pathway



28. Senior Executive (Human Resource)

■ Duties and Responsibilities

- ❖ Responsible for the salary processing & payroll.
- ❖ Preparing documents related to HR functions.
- ❖ Arranging interviews and related recruitment tasks.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.25,000 – Rs.49,999

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 25
- ❖ Upper Limit - 40

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce , Art)
- ❖ Master (Law)

■ Diploma & Certificate Qualifications

- ❖ Human Resource Management - Higher Diploma
- ❖ Labour Law - Higher Diploma

■ Professional Qualifications

- ❖ LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ MS Office Package

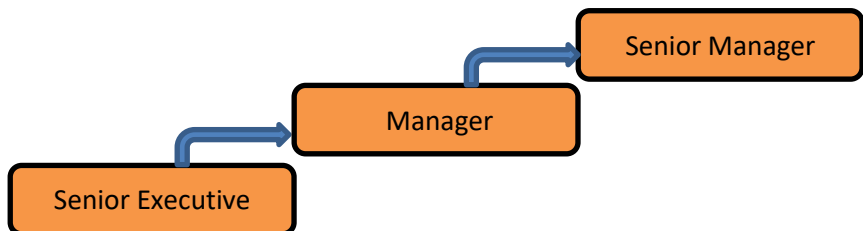
■ Soft Skills

Team Work	Decision making
Work under pressure	Positive Attitude

■ Required Experience

- ❖ Six months experience in Human Resource field

■ Career Pathway



29. Legal Officer

■ Duties and Responsibilities

- ❖ Drafting & checking legal documents.
- ❖ Appearing before courts, maintaining records and coordinating with counsels.
- ❖ Assisting in in-House litigation.
- ❖ Coordinating with external legal firms & other legal bodies.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.50,000 – Rs.74,999

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree

■ Professional Qualifications

- ❖ LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Fluent

■ Special Knowledge

- ❖ Court Practice
- ❖ Handling labour tribunal matters
- ❖ Convincing Practice
- ❖ Knowledge in company secretarial duties

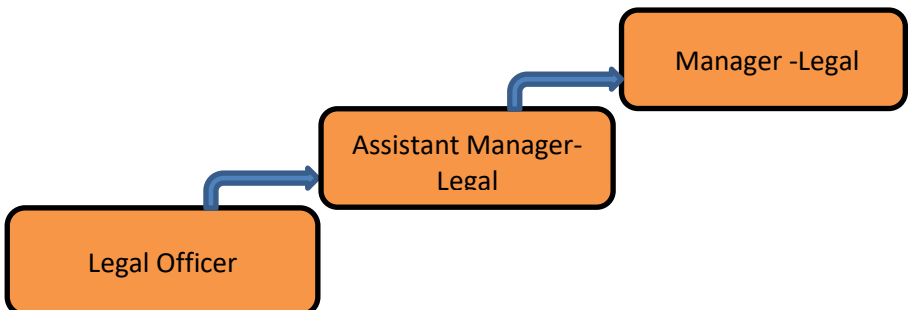
■ Soft Skills

Leadership skills	Analytical Skill
Problem solving	Leadership Skill

■ Required Experience

- ❖ Two years experience in the field of Corporate Experience

■ Career Pathway



30. Assistant Manager

■ Duties and Responsibilities

- ❖ Management of a Team /Department/ Branch.
- ❖ Handling of authorizer functions.
- ❖ Making effective business decisions.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce , Art, IT)
- ❖ Degree

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Professional Qualifications

- ❖ CIM, CIMA, ACCA, ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ MS Office package
- ❖ Technical Knowledge
- ❖ Banking operations Knowledge

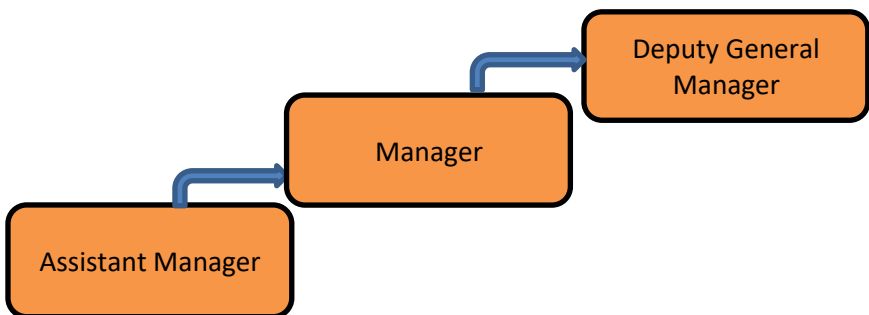
■ Soft Skills

Leadership skills	Decision making
Problem solving	Analytical skills

■ Required Experience

- ❖ Seven years experience in Banking and Finance field

■ Career Pathway



31. Assistant Relationship Manager

■ Duties and Responsibilities

- ❖ Evaluating & appraising credit facilities
- ❖ Maintaining credit portfolio.
- ❖ Credit recovery / Legal documentation.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Maths, Commerce, Art, IT)
- ❖ Degree

■ Professional Qualifications

- ❖ CIMA, ACCA, ICASL

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Fluent

■ Special Knowledge

- ❖ Knowledge on Finance and Regulation
- ❖ Credit Knowledge

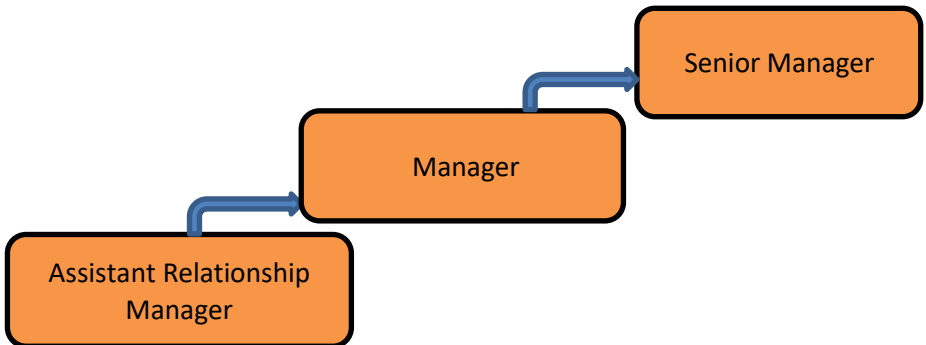
■ Soft Skills

Customer Orientation	Interpersonal Relationship
Results Oriented	Decision Making

■ Required Experience

- ❖ Three years experience in Banking and Finance field

■ Career Pathway



32. Assistant Manager (Leasing)

■ Duties and Responsibilities

- ❖ Achieving sales targets.
- ❖ Attending to customer inquiries.
- ❖ Handling the branch, division, team effectively.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 32

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce , Art)

■ Professional Qualifications

- ❖ CIM

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ Credit and Leasing Knowledge

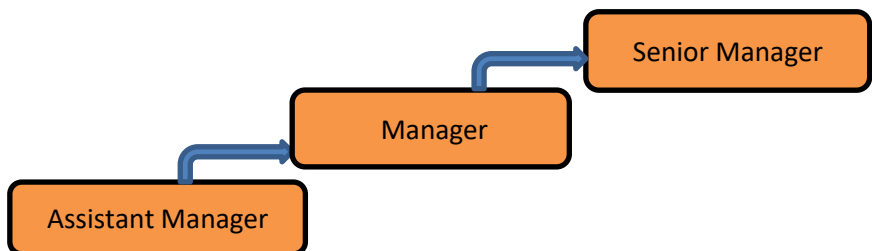
■ Soft Skills

Leadership	Decision Making
Personality	Result Oriented

■ Required Experience

- ❖ Six years experience in the Leasing field

■ Career Pathway



33. Branch Manager

■ Duties and Responsibilities

- ❖ Achieving business objectives, targets of the branch.
- ❖ Managing branch portfolio.
- ❖ Managing staff members.

■ Level of the Position

- ❖ High Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 55

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree

■ Diploma & Certificate Qualifications

- ❖ Business Administration - Diploma

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ Credit Knowledge
- ❖ Exposure to regulations
- ❖ Familiarity with the areal
- ❖ MS Office package
- ❖ Business Knowledge

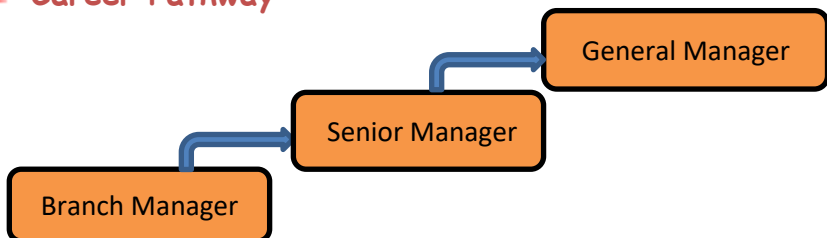
■ Soft Skills

Communication	Problem solving
Decision Making	Leadership

■ Required Experience

- ❖ Eight years experience in field of Finance

■ Career Pathway



34. Manager

■ Duties and Responsibilities

- ❖ Responsible for overseeing the departmental strategic objectives.
- ❖ Coaching, Mentoring & developing the departmental team.
- ❖ Leading Departmental employees.

■ Level of the Position

- ❖ High Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 50

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree, Master

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Professional Qualifications

- ❖ CIM,CIMA, ACCA,ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ Operational knowledge
- ❖ Credit Knowledge
- ❖ Technical Knowledge
- ❖ Banking knowledge

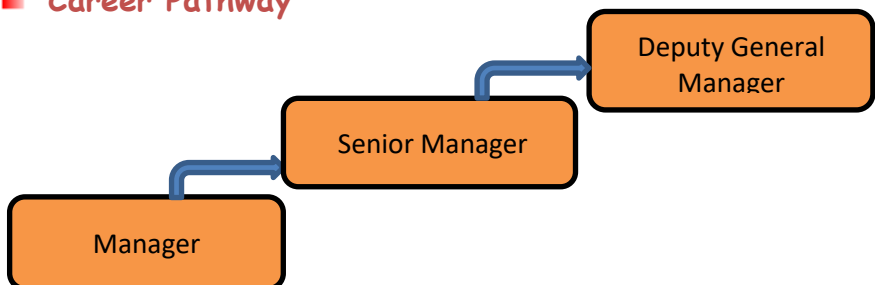
■ Soft Skills

Leadership skills	Decision making
Communication	Result Oriented

■ Required Experience

- ❖ Seven or Eight years experience in relevant field

■ Career Pathway



35. Manager (Leasing)

■ Duties and Responsibilities

- ❖ Supervision of branch staff.
- ❖ Achieving targets.
- ❖ Attending to customer and staff needs.

■ Level of the Position

- ❖ High Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 35
- ❖ Upper Limit - 50

■ Gender Preference

- ❖ Male

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Commerce , Art)
- ❖ Degree, Masters

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Average
Tamil	Poor

■ Special Knowledge

- ❖ Business Management
- ❖ Credit and Leasing Knowledge

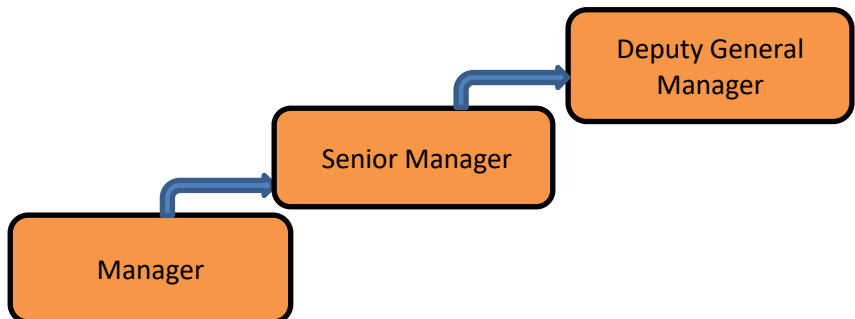
■ Soft Skills

Leadership skills	Problem solving
Decision making	Decision making

■ Required Experience

- ❖ Seven years experience in Leasing

■ Career Pathway



36.Head of Department

■ Duties and Responsibilities

- ❖ Responsible for managing a department.
- ❖ Be a strategic partner of the business.
- ❖ All HR operations & advisory work.

■ Level of the Position

- ❖ Mid-Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree, Master

■ Diploma & Certificate Qualifications

- ❖ DABF - Diploma

■ Professional Qualifications

- ❖ CIM,CIMA, ACCA,ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Poor

■ Special Knowledge

- ❖ Overall business knowledge
- ❖ Banking knowledge
- ❖ Managerial knowledge
- ❖ Strategic orientation

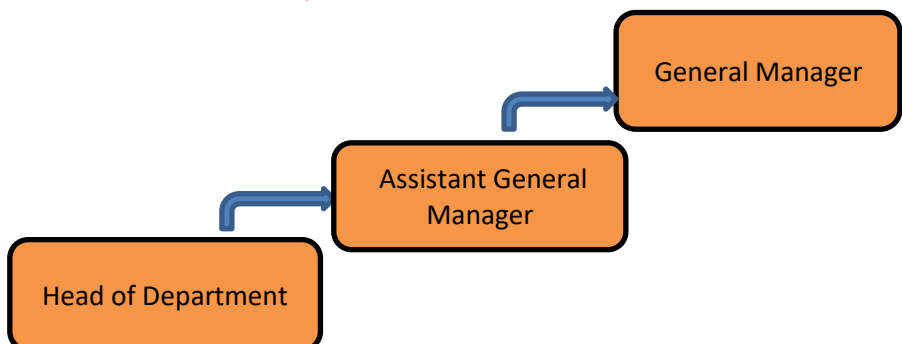
■ Soft Skills

Leadership	Decision making
Problem Solving	Communication

■ Required Experience

- ❖ Ten years of experience in Human Resource field

■ Career Pathway



37. Senior Manager

■ Duties and Responsibilities

- ❖ Overall responsibility of the Department / Branch.
- ❖ Achieving overall objectives of the team.
- ❖ Contribution towards corporate business goals.

■ Level of the Position

- ❖ High Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree, Master

■ Diploma & Certificate Qualifications

- ❖ IABF - Certificate
- ❖ DABF - Diploma

■ Professional Qualifications

- ❖ CIM,CIMA, ACCA,ICASL, AAT, LAW

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Average

■ Special Knowledge

- ❖ Operational knowledge
- ❖ Overall business knowledge
- ❖ Technical Knowledge
- ❖ Strategic orientation

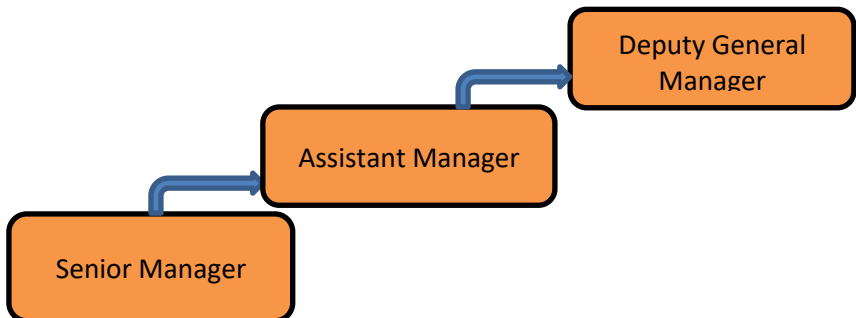
■ Soft Skills

Leadership skills	Decision making
Problem solving	Result Oriented

■ Required Experience

- ❖ Ten years experience in Managerial positions

■ Career Pathway



38. Human Resources Advisor

■ Duties and Responsibilities

- ❖ Providing strategic HR
- ❖ Responsible for rolling out the global HR Agenda.

■ Level of the Position

- ❖ High Level

■ Salary Scale (Rs.)

- ❖ Rs.75,000 or greater than

■ Working Hours

- ❖ 08 Hours

■ Age Limit (Years)

- ❖ Lower Limit - 18
- ❖ Upper Limit - 60

■ Gender Preference

- ❖ No Preference

■ Required Educational Qualifications

- ❖ GCE O/L
- ❖ GCE A/L (Biology, Math, Commerce , Art, IT)
- ❖ Degree

■ Diploma & Certificate Qualifications

- ❖ Human Resource - Diploma or Higher Diploma

■ Professional Qualifications

- ❖ Recognized qualification in Human Resources Management

■ Language Skills

Language	Expected Level
Sinhala	Fluent
English	Fluent
Tamil	Poor

■ Special Knowledge

- ❖ Human Resources
- ❖ Labour Regulations

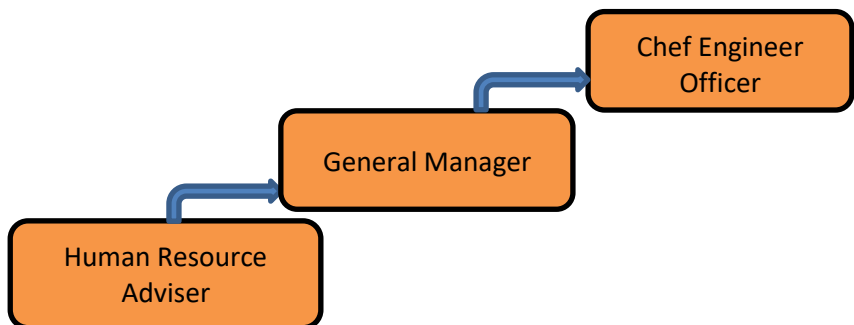
■ Soft Skills

Relationship Management	Decision making
Leadership	Problem solving

■ Required Experience

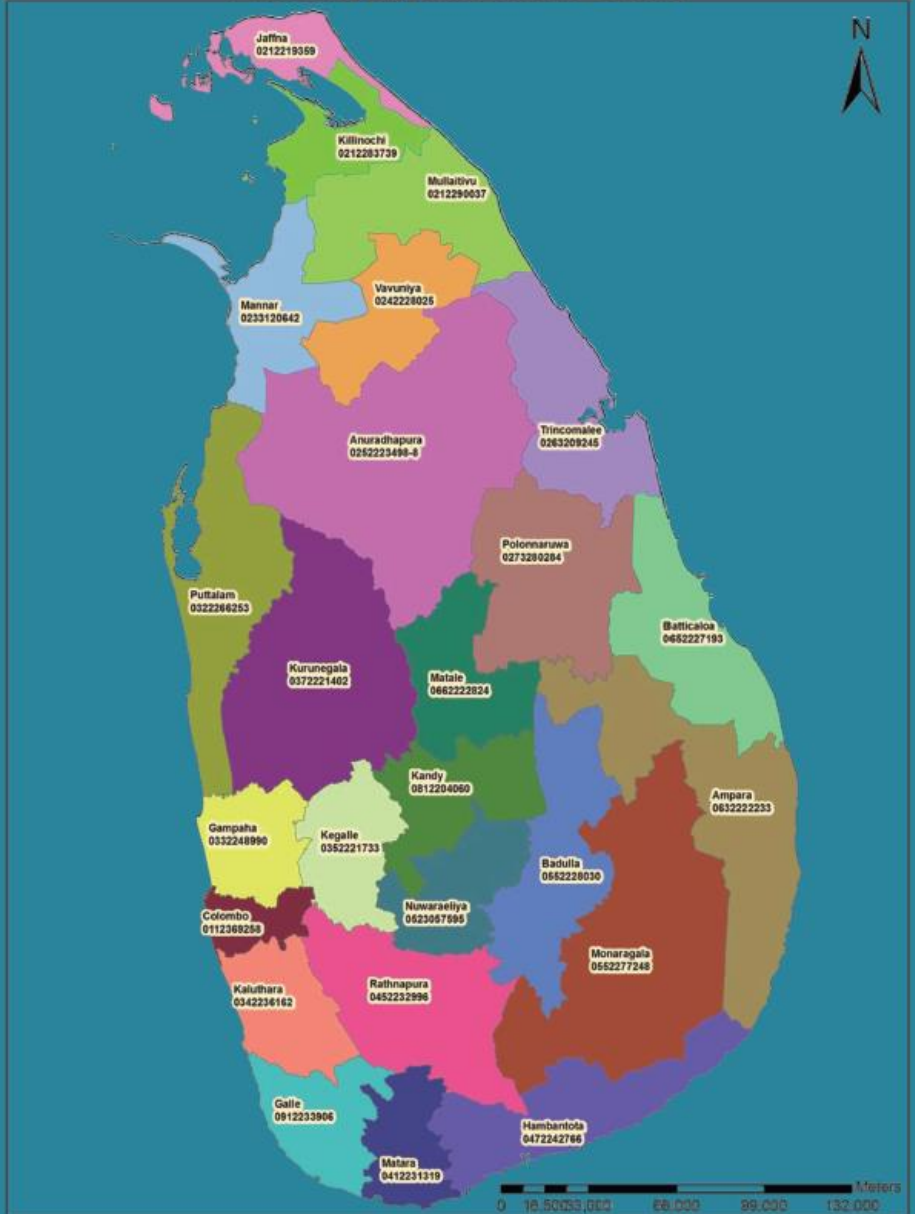
- ❖ Twelve years of experience in the field of Human Resource

■ Career Pathway



Notes

Public Employment Services Centers





NATIONAL PUBLIC EMPLOYMENT SERVICES CENTER
DEPARTMENT OF MANPOWER AND EMPLOYMENT
Ministry of Labour and Trade Union Relations
09th Floor, Sethsiripaya, Battaramulla.

As Job Seekers.....

- Find suitable vacancies and requirements of employer.
- Obtain online Career guidance on employment.
- Find suitable skill development courses and relevant training institutes around you.
- Labour market Information.

As Employer / Investors.....

- Registration of vacancies.
- To select the necessary staff for the vacancies.

Island wide Service Support
For more inform



0113-560309, 0112186170



www.dome.gov.lk



0112186214