



POST OF EXECUTIVE-CARD OPERATIONS

GRADE III CLASS III

ELIGIBILITY REQUIREMENTS

1. Candidates should be citizens of Sri Lanka.

2. Educational / Professional Qualifications

Bachelor's Degree in Banking, Finance, Business Administration, Management, Commerce, Accounting, Information Technology, Science, Mathematics from a university recognized by the University Grants Commission of Sri Lanka.

And

Diploma in Banking & Finance from Institute of Bankers of Sri Lanka (IBSL) or equivalent professional qualification in Banking and Finance

With

Certification or training related to Card Operations, Payment Systems, Fraud Prevention, Risk Management and Customer Service Management

3. Experience

Minimum two years working experience in financial industry.

Experience in Card Centre operations will be an added advantage

4. Age Limit

Below 30 years

(Age limit will not be applicable for internal applicants)

SKILLS & COMPETENCIES

- Proficiency in Microsoft Office applications, particularly: MS Excel, MS Word and MS Outlook
- Familiarity with core banking systems, card management systems, and digital banking platforms will be an advantage.
- Data analysis and reporting skills.
- Customer complaint handling and customer service skills.
- Good command of English and Sinhala/Tamil.
- Strong communication and customer service skills.
- Analytical and problem-solving abilities.
- Ability to work on shifts and meet service-level requirements.
- High level of integrity and attention to detail.

ROLES & RESPONSIBILITIES

- Daily Card Centre Operations Monitoring: transaction pattern monitoring, fraud rule monitoring, compliance monitoring, account level monitoring, GL level balance monitoring and unusual transaction monitoring.
- Monitoring Visa, Mastercard, LankaPay and PBA transaction reconciliations, Settlement to GL reconciliation, Switch to settlement reconciliation, exception management and follow-up
- Ensure compliance with Internal Policies, Central Bank regulations and card scheme requirements
- Liaise with internal departments and units
- Actively help subordinates to complete the assigned task on time and advise on approach and resolution choices.
- Willingness to take up new challenges and be responsible of managing assigned team with good communication and interaction skills.
- Take ownership of tasks assigned and drive the team to complete tasks
- Support initiatives to increase card usage and customer engagement and promoting virtual card

TERMS OF EMPLOYMENT

This position will be on permanent basis subject to a probationary period of one year.

REMUNERATION

Rs. 90,645 – 115,045/-

1,220 X 20

The initial monthly gross salary will be Rs. 195,000/- approximately.

FRINGE BENEFITS

The applicants selected for the above post will enjoy fringe benefits of medical assistance scheme, bonus, housing loan/ other staff loans at concessionary rates of interest, Reimbursement of professional membership fees, superannuation scheme with both Provident Fund and ETF benefits and non-contributory pension scheme as per the regulations of the Bank.

POST OF JUNIOR EXECUTIVE-CARD OPERATIONS

GRADE IV

ELIGIBILITY REQUIREMENTS

1. Candidates should be citizens of Sri Lanka.

2. Educational / Professional Qualifications

Bachelor's Degree in Banking, Finance, Business Administration, Management, Commerce, Accounting, Information Technology, Science, Mathematics from a university recognized by the University Grants Commission of Sri Lanka.

Certification or training related to Card Operations, Payment Systems, Fraud Prevention, Risk Management and Customer Service Management will be an added advantage.

3. Experience

Minimum two years' working experience in financial industry.

Experience in card Centre operations will be an added advantage

4. Age Limit

Below 30 years

(Age limit will not be applicable for internal applicants)

SKILLS & COMPETENCIES

- Proficiency in Microsoft Office applications, particularly: MS Excel and VBA automation, MS Word and MS Outlook
- Data analysis and reporting skills.
- Customer complaint handling and customer service skills.
- Good command of English and Sinhala/Tamil.
- Strong communication and customer service skills.
- Analytical and problem-solving abilities.
- Ability to work on shifts and meet service-level requirements.
- High level of integrity and attention to detail.
- Familiarity with core banking systems, card management systems, and reconciliation systems will be an added advantage.

ROLES & RESPONSIBILITIES

- Reconciliation of all ATM/CRMs
- Switch to settlement reconciliation
- Settlement to GL reconciliation
- Pay by Account reconciliation (PBA)
- PBA settlement to GL reconciliation
- ATM suspense account monitoring
- ATM cash balancing and reconciliation.

TERMS OF EMPLOYMENT

This position will be on permanent basis subject to a probationary period of one year.

REMUNERATION

Rs. 81,115 – 99,715/-

(930 X 20)

The initial monthly gross salary will be Rs. 182,000/- approximately.

FRINGE BENEFITS

The applicants selected for the above post will enjoy fringe benefits of medical assistance scheme, bonus, housing loan/ other staff loans at concessionary rates of interest, Reimbursement of professional membership fees, superannuation scheme with both Provident Fund and ETF benefits and non-contributory pension scheme as per the regulations of the Bank.

SUBMISSION OF APPLICATIONS

Applicants must use our standard application form which is available in the National Savings Bank Website www.nsb.lk. Applications should be sent by registered post to the address given below to reach the Bank on or before **14.08.2026**. The post applied for should be clearly indicated on the top left-hand corner of the envelope. An applicant cannot use any other channel in forwarding the application. Photocopies of the educational/professional & experience certificates should be attached together with the application. Applicants who fail to attach the relevant certificates will not be called for interviews.

Any form of canvassing will lead to immediate disqualification, and the Bank reserves the right to call only the short-listed candidates.

The Bank reserves the right to postpone or cancel the recruitment.

HRD Division

National Savings Bank

Head Office

Colombo 3.