

# PEOPLE'S BANK

People's Bank, a premier bank in Sri Lanka with the largest customer base providing innovative financial solutions to its diversified clientele for over six decades and as a conducive environment for those who strive to achieve excellence and believe in professionalism, the Bank is looking for a talented & dynamic individual to fill the following position in the Bank.

## CREDIT CARDS RECOVERY/COLLECTION MANAGER

The Credit Cards Recovery/Collection Manager will lead and manage the Credit Card Recoveries & Collections function of the Card Centre to ensure timely recovery of outstanding dues, reduction of Non-Performing Advances (NPA), improvement in portfolio quality, and adherence to regulatory and internal compliance standards. The role focuses on driving performance through in-house team, outsource tele-collectors, outsourced agency management, legal coordination, and implementing best-in-class recovery strategies.

Key responsibilities of Credit Cards Recovery / Collection Manager among others are as follows;

- Develop and execute recovery strategies across all delinquency buckets (0-30, 30-60, 60-90, 90+ DPD, NPA).
- Monitor daily delinquency trends and take proactive actions to control slippage.
- Segment portfolios by risk, customer behavior, and vintage to optimize recovery efforts.
- Drive special projects to reduce roll rates and improve recovery efficiency.
- Manage outsourced call centre recovery and field visit teams, allocating portfolios and setting targets.
- Monitor performance of outsourced recovery agencies and ensure KPI achievement.
- Maintain robust follow-up processes for high-value and strategic accounts.
- Ensure timely customer communication via calls, SMS, letters, and field visits.
- Coordinate with Legal Department for legal recovery actions, settlements, and execution.
- Maintain and update records of legal cases, settlements, and court outcomes.
- Drive recovery of charged-off/written-off accounts through structured campaigns.
- Recommend accounts for settlements, restructurings, or write-offs.
- Ensure recovery processes comply with CBSL guidelines, Bank policies, and industry standards.
- Maintain proper documentation for audits, compliance, and regulatory reviews.
- Oversee quality of customer interactions for professionalism and fairness.
- Prepare daily, weekly, and monthly MIS on delinquency, recovery performance, roll rates, and NPA movements.
- Present portfolio insights and recovery performance to senior management.
- Analyze trends and propose corrective actions as needed.
- Lead, train, and motivate the recovery team to enhance productivity.
- Identify skill gaps and conduct regular coaching sessions.
- Drive a performance-oriented culture to ensure target achievement.

### QUALIFICATIONS AND EXPERIENCE

- Should be a citizen of Sri Lanka.
- Should possess a Bachelor's Degree or a Master's Degree in Banking, Finance, Business Management or related field offered by a University or an Institute recognized by University Grants Commission of Sri Lanka.
- Minimum of 15 years in the Banking/Financial Service Industry at least 08 years' experience in Recovery/ Collections, with at least 3-4 years in an Assistant Manager /Manager role.
- Strong knowledge of CBSL regulations, Banking operations, and recovery processes.
- Experience in managing legal coordination and external agencies is preferred.

### AGE

Age should be less than 50 years as at the closing date of application.

### METHOD OF SELECTION

Shortlisted applicants based on the stipulated qualifications and experience will be called for an interview. The appointment will be made on contract basis and performance will be evaluated annually.

### REMUNERATION

An attractive and negotiable remuneration package commensurate with qualifications and experience will be offered to the selected candidate for the above position.

### APPLICATIONS

The applicants must fill in the **Application form on the Career page of People's Bank website**. The post applied for must be clearly stated in the subject line of the Email and must be sent to the Email address: [cardrecruit@peoplesbank.lk](mailto:cardrecruit@peoplesbank.lk) on or before 02.02.2026.

An Email confirmation of receipt will be sent upon the receipt of the application. In the event a confirmation has not been received within a reasonable period of time, you may inquire regarding the application on telephone numbers 011 3741420/011 3741421.

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

Deputy General Manager (Human Resources)  
People's Tower - Level 14  
NO. 374, Dr. Colvin R. de Silva Mawatha  
Colombo – 02.



A Jaffa Fitch Rating AAA Brand Finance Rating  
People's Bank is a licensed commercial bank supervised by the Central Bank of Sri Lanka.



PEOPLE'S BANK  
Pride of the Nation