

Join the Best for a Journey of Excellence

If you are looking for a career that will help you stand tall, join People's Leasing & Finance PLC (PLC) and fulfill or unleash your potential to change your world. PLC is a public quoted company with enduring vision on being a vibrant award winning financial service provider and a superior player in the last 3 decades of non – banking financial service landscape. PLC is spreading its wings across more than 100 Branches island wide.

Whether you want a career that could take you to the top or to be a game changer or simply take you in an exciting new direction, PLC provides opportunities, support and rewards that would push you towards greater heights. Today, people's Leasing & Finance PLC is also a formidable group of 6 subsidiary companies comprising of People's Insurance PLC, People's Leasing Fleet Management Limited, People's Leasing Property Development Limited, People's Micro Commerce Limited and People's Leasing Havelock Properties Ltd and Alliance Finance in Bangladesh. We are also driven by a performance culture with an unmatched level of quality and integrity by ethical business practices. Hence our brand reputation is held in high esteem. Also Company has been rated A(Ika):Out look (Stable) by Fitch Ratings Lanka Limited.

Operational Help Desk Officer

Role Profile

The job holder will report to Head of Operational Help Desk and will be responsible for providing operational and administrative support to branches and internal departments by ensuring smooth handling of inquiries, issue resolution, and coordination of daily operational activities.

Key Responsibilities

- Handle operational inquiries from branches and internal departments.
- Provide timely support for resolving operational related issues.
- Coordinate with relevant departments to ensure efficient service delivery.
- Monitor, track, and follow up on service requests and complaints.
- Maintain accurate records of all help desk activities.
- Prepare daily/weekly operational reports as required.
- Ensure adherence to company policies, procedures, and service standards.
- Contribute to improving operational efficiency and customer service quality.

Candidate Profile

- Proven work experience over 02 years in Branch Operations or Head office department.
- Previous experience in operations, customer service, or help desk role in a finance institution will be an added advantage.
- Strong communication and interpersonal skills.
- Good computer literacy (MS Office applications).
- Ability to multitask and work under pressure.
- Strong problem-solving and coordination skills.
- Ability to work independently as well as in a team environment.

"Successful Candidate will be provided with an attractive remuneration package and fringe benefits commensurate with benchmarked institutions."

Any form of canvassing will be regarded as a disqualification

Applicants are invited to submit comprehensive curriculum vitae with names of two non – related referees, copies of relevant certificates along with a passport size photograph to the address given below on or before **17th May 2026**.

Application should be sent to:

Head of HR,
People's Leasing & Finance PLC,
No.1161, Maradana Road, Colombo 08.
Web: www.plc.lk | E –mail – careers@plc.lk
We will correspond only with applicants shorts listed for interview.



**PEOPLE'S
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THE TRUSTED LEADER