

VACANCIES FOR CHINESE SPEAKING MANAGERS/ EXECUTIVES

At DIETHELM TRAVEL SRI LANKA

Hemas Holdings PLC is a leading public quoted conglomerate in Sri Lanka with interests in FMCG, Healthcare, Leisure, Transportation & Power businesses, where we have strong industry positions and capabilities.

Diethelm Travel Sri Lanka (known as Hemtours), is a subsidiary of the Hemas Group, and a member of the Diethelm Travel Group which is a leading Travel Group in the Region.

As Sri Lanka enjoys the dawning of peace, the tourism industry has also seen tremendous growth potential with increasing numbers in tourist arrivals. Sri Lanka has always been an attractive destination for tourists and on its way to becoming a major tourist destination in South Asia.

Join one of Sri Lanka's leading and prestigious Destination Management Companies (DMC) and be a part of the fastest growing industry.

We are currently searching for experienced & self motivated persons in the travel trade with the correct attitude and leadership qualities to take on the challenge immediately in developing the Chinese market.

The candidates for the above vacancies should have a minimum of 02-05 years work experience in a similar capacity in the Travel and Tourism Industry. The ability to speak and write Mandarin is mandatory in addition to the ability to correspond in English. Qualifications in Marketing & Business Management from a recognized university or any other equal qualification in the same fields will be an added advantage.

These positions are responsible for developing Inbound FIT & Group sales in the Chinese Market by providing strategic direction, guidance, and development of the team. They are also responsible for sales targets & budgets given and for developing new contacts/leads locally & overseas to generate the required business for the company. The selected candidates should be willing to travel as and when the need arises.

They should be customer-friendly and will report to the General Manager Asia. The ideal candidate should:

- Possess a good working knowledge of tourism based operations (Including itinerary creation and quotations)
- Have the ability to effectively sell Sri Lanka as a holiday destination
- Be able to build & maintain strong business relationships with different types of customers / agents
- Be sportive and possess an outgoing character

Should be methodical, trustworthy, confident and possess the ability to multitask. Excellent communication skills as well as interpersonal skills along with the ability to work under pressure are essential attributes for the above positions. The applicant must possess a thorough working knowledge of basic IT skills.

In addition to an excellent working environment, the remuneration package on offer will be commensurate with these positions, and would include medical cover and other perquisites. Please forward your CV and the contact details of two non-related referees within 7 days of this advertisement. Please mention the position applied for and address your CV to:



Human Resources Manager
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Colombo 2.
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On line applications preferred on: www.topjobs.lk/hemas



Managing Human Resources humanely at Richard Pieris & Company PLC

Dealing with the myriad of fluctuating human emotions of a single human being alone is no easy task. Thus, the utmost complexity of the task of steering a wide array of feelings and emotions of a large number of people working in an organization towards a common goal goes without saying. Either way, what needs to be done, needs to be done as they say. So, what better person to speak out for the very groove of human resource management than the Head of Group Human Resources of Richard Pieris & Company PLC, who is entrusted with the mammoth exercise of addressing the needs and wants of approximately 30,000 employees scattered island wide?

Mr Thushara Hettithantrige, Head of Group Human Resources of Richard Pieris & Company PLC, was interviewed by Sunday Times recently with the aim of satisfying the long awaited curiosity of the people regarding the machinery of recruit crouching behind the dark blue walls of Arpico. Handling recruitment procedures of 42 groups and merging the needs and wants of the employees as well as the needs of the company takes a little more than strategic planning and adhering to rules and conditions alone. "I believe in handling Managing humans humanely" Mr Thushara Hettithantrige states, emphasizing upon importance of distinguishing the difference between humans and inanimate objects such as machines. He further on adds that a human resources manager must play the role of a psychiatrist as well as a strategist who is well versed in handling the constantly vacillating



Thushara Hettithantrige,
Head of Group Human
Resources

moods and emotions of human beings effectively.

Richard Pieris & Company PLC makes recruitments at all levels and the qualifications that are required of those who wish to apply for these positions vary from one post to another. However, an individual will be judged upon his or her basic academic qualifications, experience, behaviour patterns and communication skills whereas the right kind of attitude

and the ability to solve problems quickly and efficiently will most definitely be appreciated. After being recruited, these individuals will then be subjected to a training need analysis according to which they will be put under a structured training programme which shall effectively maneuver the individual towards the expected standards by way of both on the job and off the job training.

Although the official languages of the country are Sinhala and Tamil, the working language of the private sector of the country happens to be the English language. Therefore, the importance of English language proficiency in the private sector was also emphasized upon during the interview. Most definitely, a certain level of English language proficiency is expected from the recruits, Mr Hettithantrige states. And yet, it is often the case that while an individual may possess a substantial amount of written skills in English, he or she may often experience difficulty in expressing themselves orally in English. Therefore, in order to fill up this gaping hole in the communications arena, Richard Pieris & Company PLC has three ongoing language proficiency programmes, for which individuals are selected and relevant training sessions are provided according to the needs of the employees.

Speaking about the background of the organization, a fact that not many people are aware of is that Richard Pieris & Company PLC has indeed succeeded in becoming the largest tea and rubber manufacturer in the country, owning tea plantations in three listed companies, Maskeliya, Kegalle and Namunukula Plantations PLCs as well as rubber plantations in those companies which collectively produce and export the most amount of tea and rubber. "People only know us by our retail identity and perhaps also as manufacturers of Arpico rubber mattresses" stated Mr Thushara Hettithantrige, stating that Richard Pieris is a company which has contributed quite generously to the economic development of the country in many such ways which had often gone unnoticed.

Apart from the blatantly evident prestige of belonging to such a splendidly monumental organization, the employees of Richard Pieris & Company are constantly reminded of the fact that they are part of the Arpico family and not just another paid employee of the company. "Everyone who joins Richard Pieris & Company, joins a family - a family that has 80 years of legacy. We go home for relaxing and having a good time. And so we make sure that our employees feel like home here in every way" Mr Hettithantrige continued beamingly, evidently proud of the way in which the employees of the company come together as a family, sharing, caring and empowering each other in every way that they can.

Apart from the warm and welcoming environment that the Richard Pieris management strives to provide for its employees, they are also said to be offering a remuneration package that is well over the industry norms, unlimited medical benefits covering not only the employees but their families as well. Fun and enjoyment is never too far away from the employees as such events too are incorporated to the system in the form of annual excursions, talent shows and other social events such as bakti geetha at Wesak or Carols at Christmas and etc. "If a benefit is offered by a company to its employees in this country, you can be sure that we have already

provided it to our own employees. You name it, there is nothing that we have not given to our employees" stated Mr Hettithantrige during the interview.

No amount of facilities provided to the employees will suffice if the management of a company strives to suffocate their subordinates. At Richard Pieris & Company PLC, the employees face no such threat. "We execute the vision of our Chairman Dr Sena Yaddhegige who believes that every employee regardless of their position should be able to approach the Chairman to report their grievances. Such is our open door policy" states its Head of Human Resources, commenting upon the kind of support and backing that the employees receive from the management in dealing with the many obstacles that they encounter in their day to day life.

Speaking of the management of the company, Richard Pieris & Company PLC is headed by some of the most sought after intellectuals of our era, notably its chairman Dr Sena Yaddhegige who is an engineer, a scientist, a high energy radiation specialist and also a thriving entrepreneur who holds many worldwide patents of a large number of innovations which are incorporated in to the productions of various companies all over the world. He is also responsible for developing the largest automotive sensor business in UK and he is also the founder, chairman and director of many local companies such as Richard Pieris Export's PLC, Maskeliya Plantations PLC, Kegalle Plantations PLC, Namunukula Plantations PLC as well as holding the position of Director of National Development Bank PLC, Chairman, Managing Director and Chief Executive Officer of Swiss Pharmaceutical Company as well. Therefore, under such brilliant and aspiring management, it is no wonder for a company to flourish by leaps and bounds, such as the manner in which Richard Pieris continues to grow right before our eyes.

Possessing a strong financial background, Mr Hettithantrige, Head of Group Human Resources of Richard Pieris & Company PLC, also acts as a lecturer in economics and finance for chartered accountancy students. However, it was a decision that he made in the early years of his career life that has directed him towards the path that he is travelling down today. Mr Hettithantrige admitted that he enjoys experiencing a dynamic day at work which he believes that he cannot quite gain from a career path which deals with routine work. He goes on to state that solving different problems which require completely different solutions every single day stimulates the brain and that because of the wide array of issues that spring up during the course of work, each day is a fresh new day bearing fresh new issues for which fresh new solutions must be sought. He admits to being mighty proud of having reached the highest point that he can reach in his career of human resources management and states that there exists no such thing as the impossible. According to him, dreams are indeed achievable. He believes that in order to achieve great things, a high degree of integrity, commitment and dedication to the task that one is entrusted with is essential if one strives to get far ahead in life. He does not believe in offering advice and instead, he believes in leading by example. "If you want something to be done, do it yourself first" he says also stating that a leader will always lead from the front. "The kings of old days lead their armies against enemies from the frontlines, they never stayed at the back" he further adds laughingly, emphasizing upon the importance of leading by example instead of giving advice on what and what should not be done.

When asked about the difficulties that he had to face in this uphill climb to success, Mr Hettithantrige states that apart from a few tangled, job related balls of yarn that he had to unravel in the early days of his career, he had no major setbacks along the line. "If you are an honest and a straight forward person in your dealings, it is easy to deal with people" he said with a smile.

During this rather intriguing discussion, another important point that was discussed was the deficiencies of the applicant's that the management often observes during the recruitment process. Most fresh applicant's, especially fresh university pass outs, lack in practical skills whereas they are quite thorough with their theoretical knowledge. "There is definitely a gap between our expectations and the actual performance levels of the new recruits" he says, also continuing on to say that it is these deficiencies that one often experiences in the existing



International Finance Corporation World Bank Group

Investment Officer

Background and Description:

The International Finance Corporation (IFC), a member of the World Bank Group, promotes sustainable private sector investment in developing countries as a means to reduce poverty and improve people's lives. IFC finances private sector investments, mobilizes capital in the international financial markets, helps clients improve social and environmental sustainability, and provides technical assistance and advice to governments and businesses in the developing world.

The position will report to the IFC Country Manager in Colombo, Sri Lanka and the Financial Markets Cluster Manager in Mumbai, India.

Role and Responsibilities:

- Maintain a thorough understanding of Sri Lankan's financial markets, provide market intelligence and develop strong business networks;
- Build and maintain strong relationships with clients, global and regional private businesses, banking and multilateral partners and government officials to further develop the sector and to develop specific investment opportunities;
- Develop a strong pipeline of good quality FM investment opportunities;
- Lead and manage transactions;
- Evaluate, structure, negotiate, and close new transaction;
- Develop innovative and appropriate financial structures for complex transactions;
- Collaborate in developing financial sector strategy and support related business promotion work, including targeting potential investments;
- Coordinate closely with social, environmental, and technical assistance colleagues in order to add value to our clients' businesses, find pragmatic solutions to the specific sector challenges, and achieve sustainable development impact;
- Assist in integrity due diligence for potential clients;
- Coordinate closely with Regional Business Line Leader for A2F in South Asia. Coordinate with advisory colleagues to facilitate a comprehensive program for Sri Lankan financial sector.

Selection Criteria:

- 5-8 years experience in finance with a proven track-record of sourcing, structuring and closing sound investments with banks, financial institutions, non banking finance companies and microfinance institutions;
- Demonstrated experience and track record in business development, structuring transactions, negotiations and portfolio evaluation;
- Ability to negotiate and analyze proposed legal terms and covenants in FM transactions structures;
- Knowledge of overall financial sector trends in Sri Lanka, experience in emerging markets;
- Strong business development and client relationship skills, track record and ability to focus on clients needs effectively;
- Sound business judgment in identifying potential business partners;
- Strong financial and credit skills; demonstrated ability to structure a variety of complex financial instruments (debt, quasi equity and equity);
- Strong inter-personal skills and ability to interact directly and independently with the senior management of potential clients, financial and technical partners, and government officials, and colleagues from various cultural backgrounds;
- Masters degree in Business Administration, Chartered Accountancy or a graduate degree(s) in equivalent fields such as finance and business, from an institution of high standing;
- Knowledge of Sri Lankan financial sector including banks, finance companies and microfinance institutions;
- High professional integrity. Highly motivated, committed to highest ethical standards;
- Ability to think independently, analyze problems and identify appropriate solutions;
- High degree of initiative, flexibility, reliability, discretion and willingness to learn;
- Self-starter with excellent organizational, administrative and time management skills with proven ability to work promptly and efficiently under pressure and meet tight deadlines;
- Highly motivated and energetic, outstanding interpersonal skills, with a collegial and sharing work style; comfortable working in a matrix organizational structure, ability to interact effectively with clients and colleagues from various cultural backgrounds, ability to work with people at all levels (inside and outside of IFC) with demonstrated team spirit and responsiveness and demonstrated ability for team work.
- Excellent verbal and written communication skills in English a must. Ability to communicate ideas clearly and confidently.

Interested individuals are requested to visit <http://www.ifc.org/careers/CurrentOpportunities> (Job # 120564) All applications must be made through the on-line job posting portal on or before March 29, 2012. Only short-listed candidates will be notified.