

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **Operations**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

01	Position / Job Title	Manager Quality Assurance - Call Center (OG-I)
	Reporting to	Unit Head - Call Center
	Educational / Professional Qualification	- Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan - Candidates having a Master’s degree or any professional degree / certification will be preferred
	Experience	Minimum 04 years of working experience for Call Center of Financial Institution(s), out of which at least 02 years in Quality Assurance and / or Service Quality Control or in a similar function
	Other Skills / Expertise / Knowledge Required	- Good oral and written communication skills in English and Urdu - Strong analytical, mentoring skills and ability to provide constructive feedback - Proficient in MS Office suite (Word, PowerPoint, and Excel) - Must be able to work in multiple shift timings
	Outline of Main Duties / Responsibilities	- To ensure that the quality assurance officers under the reporting line performed as per role assigned by the supervisors - To review Agent’s and their Supervisor’s quality assessment reports / performance reports, as submitted by QAOs on daily basis and accordingly provide summary to the Head Call Center - To update QAOs for onward communication to relevant Call Center staff regarding relevant abstract / contents of any new instructions (in the form of internal circulars or emails) covering products specification, redefined processes and governance - To provide specific feedback via post-monitoring annotations to QAOs and accordingly coordinate with the regulators, including SBP and NIFT for expansion of clearing service branches / regions across the country - To develop and provide requisite reports, including (but not limited to) weekly / monthly QA reports and feedback log reports to Floor Manager - To improve skill sets and knowledge base of QAOs along with initiation of relevant measures for enhancing their productivity & expertise - To perform any other assignments as assigned by the supervisor(s)
	Place of Posting	Karachi & Islamabad
	Assessment Test / Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
	Employment Type	The employment will be on contractual basis, for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank’s policy / rules.

Interested candidates may visit the website **www.sidathyder.com.pk/careers** and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.