

“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:

02	Position / Job Title	Supervisor – Call Center (OG - II / OG - I)
	<b>Reporting to</b>	Workforce Manager
	<b>Educational / Professional Qualification</b>	<ul style="list-style-type: none"> <li>• Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan</li> <li>• Candidates having a Master’s degree or any professional degree will be preferred</li> </ul>
	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 03 years of working experience in a Call Center of a Financial Institution</li> </ul>
	<b>Other Skills / Expertise / Knowledge Required</b>	<ul style="list-style-type: none"> <li>• Good oral and written communication skills in English and Urdu speaking, regional language(s) would be considered as an advantage</li> <li>• Customer-centric attitude with strong problem-solving ability</li> <li>• Excellent leadership and people management skills along with customer services / quality assurance background</li> <li>• Proficient in MS Office (Word, PowerPoint, and Excel)</li> <li>• Maintain integrity and adherence to ethical standards</li> <li>• Able to work in different shifts (including nights, weekends, and public holidays)</li> </ul>
	<b>Outline of Main Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• To prepare and share all periodic reports as per needs assessment made by Workforce Manager</li> <li>• To plan and execute schedule for Call Center agents by allocating adequate resources wherever required</li> <li>• To ensure that Agents are regularly updated with all the information sent by CRD System, internal processes and required product knowledge</li> <li>• To apply NBP Product knowledge and knowledge of processes including Complaint Handling, Call backs, Escalations, Reporting / Data Logging as per requirement</li> <li>• To guide and support Call Center agents in discharge of their duties / assignment</li> <li>• To evaluate training needs of Call Center agents for their self-grooming and enhanced productivity</li> <li>• To continuously monitor the code of conduct of Call Center agents along with timely provision of corrective action</li> <li>• To conduct performance evaluation of Call Center agents for onward reporting of the same to senior supervisor(s)</li> <li>• To motivate and create a sense of ownership among reporting resources in order to meet all targets and create healthy competition</li> <li>• To perform any other assignment as assigned by the supervisor(s)</li> </ul>
	<b>Place of Posting</b>	Karachi & Islamabad
<b>Assessment Test / Interview(s)</b>	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).	
<b>Employment Type</b>	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](http://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.**