

“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	Unit Head - Call Center (AVP / VP)
	Reporting to	Wing Head - Call Center
	Educational / Professional Qualification	<ul style="list-style-type: none"> • Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan • Candidates having a Master’s degree and / or relevant diploma / certification(s) will be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 06 years of working experience in a Call Center / Contact Center, out of which atleast 03 years of experience in a supervisory role in managing the Call Center Operations of Financial Institution
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Up-to-date knowledge about regulatory requirements with respect to Call Center / Contact Center management and industry best practices for defining parameters / KPIs for the performance review • Ability to implement process improvement plans • Strong analytical and problem-solving skills • Have exposure / required knowledge of digital onboarding, digital payments, self-service banking, branch transformation, and digital business • Excellent managerial skills • Have expertise in strategic planning and execution of Call Center / Contact Center-related initiatives / operations
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To manage floor activities including sending alerts for technical problems causing any potential disruption in the normal conduct of inbound and outbound activities, required surveillance of call agents, maintenance of Service Level Agreement (SLA), call abandon ratio / rate, average talk time and targeted / defined Key Performance Indicators (KPIs) for call center • To be able to manage teams focused on critical operations, multiple shifts, logistics & administrative liaison, assurance of checks and controls, oversight of reviewing performance against assigned Key Performance Indicators (KPIs) • To manage and maintain operational efficiency by managing call agents / supervisor’s placement in shifts in accordance with calls load, managing team for targeted performance and maintain quality assurance checks • To facilitate Wing Head – Call Center in responding queries, by providing related MIS(s) and reports as and when required by management • To manage office expenditures within approved budgets • To coordinate with other groups in settling out Call Center related issues • To act as ‘focal person’ for audit or inspection related activities • To identify performance gaps and mitigate risks at Call Center by complying with State Bank of Pakistan’s guidelines and internal policies covering Call Center operations and management • To maintain required service standards and attain assigned Key Performance Indicators (KPIs) • To ensure required support for implementation of strategy with respect to Call Center

	<p>transformation into a world class contact center</p> <ul style="list-style-type: none"> • To liaise with third party service providers and ensure their support as per defined terms and conditions of Service Level Agreement (SLA) • To perform any other assignment as assigned by the supervisor(s)
Place of Posting	Karachi & Islamabad
Assessment Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for 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 interview.

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