

“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	Workforce Manager - 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 will be preferred
	Experience	• Minimum 04 years of working experience for Call Center of Financial Institution(s), preferably in managing team comprising of Supervisors and Call Center Agents and carrying out people management or in a similar role / position
	Other Skills / Expertise / Knowledge Required	• Excellent leadership and people management skills • Good oral and written communication skills in English and Urdu • Proficient in MS Office suite (Word, PowerPoint, and Excel) • Proactive in managing Call Center Agent’s scheduling, absenteeism and attrition • Must be able to work in multiple shift timings
	Outline of Main Duties / Responsibilities	• To support Head Call Center in activities related to planning along with timely provision of all types of reports • To forecast outgoing / incoming call volumes to establish and dedicate teams comprising of required number of supervisors and call agents besides support staff • To coordinate and maintain effective collaboration with the Supervisor in managing day-to-day Call Center floor activities • To schedule staff (Agents, Supervisors, QA Officers) around forecasted contact / incoming volumes • To manage business as usual and intraday management in case of unexpected rise in contact volumes or absenteeism • To follow Business Continuity Plan (BCP) in case of unusual circumstances or as per BCP scenarios • To set targeted KPIs for team members and accordingly manage their performance • To assess and analyze staff productivity, attendance, effectiveness of internal controls, and retrieval of sample call recordings (for self-audit trial) and periodic review of CCTV footage • To develop required MIS / reports related to dashboards, monthly billings and service level etc. • 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.