

“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 **International, Financial Institutions & Remittances** based at **Karachi**.

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

01	Position / Job Title	Unit Head – Counterpart Support / Quality Assurance Department (OG - I)
	Reporting to	Wing Head – Remittance Business
	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 Bachelors or Master’s degree in Business Administration / Finance / Marketing and / or have relevant certification will be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 04 years of banking and / or financial sector experience with at least 02 years in international remittance operations and / or correspondent banking support, preferably in the area of complaint resolution and quality assurance
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Good Communication & Interpersonal skills • Good analytical and problem-solving skills • Good understanding of AML / CFT regulations • Excellent stakeholder management (local & international) • Attention to detail and quality focus • Excellent time management skills • Proficiency in MS office
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To supervise and provide necessary assistance / guidance to the home remittance complaints handling team with ongoing issues and their assigned responsibilities • To liaise with the NBP’s branches, regional management teams, overseas home remittance marketing representatives for timely resolution of customer complaints regarding home remittance transactions • To assist in timely resolution and effective management of critical complaints received from NBP’s remittance business partners / Tie-ups, PRI banks and State Bank of Pakistan PRI team • To actively liaise with Complaint Management Wing to ensure timely and efficient resolution of all complaints related to home remittance transactions • To oversee the activation of on-hold and delayed transactions received from branches and beneficiaries on a day-to-day basis • To coordinate with NBP branches, PRI banks, remitting business partners, beneficiaries, and remitters to obtain necessary information required to ensure timely release of compliance held-up transactions • To maintain MIS / record of all critical home remittance Complaints • To perform any other assignment as assigned by supervisor(s)

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.