

**Position: Manager Service Quality**  
**Division: Marketing Division**  
**Location: Head Office Karachi**

**Position Summary:**

To ensure the delivery of quality customer service in line with SBP guidelines, specified procedures and services standards as well as develop Business Process Re-engineering, quality concepts, methods and practices to inculcate a Total Quality Service culture across the bank. Ensure that the bank delivers on service promises at all points within the delivery chain and effects continuous improvements to the benefit of the customers, the service and the business.

**Key Responsibilities:**

The job holder is responsible for working in close coordination with the Head and team for performing the following jobs:

- As per guidelines issued by SBP, devise / establish quality procedures, standards and specifications for the Assessment Framework.
- To encourage, guide & influence the branch team to achieve the expected behavior and efficiency standards.
- Manage/ Supervise Customer Satisfaction Survey & Mystery Shopping Programs to ensure that the complaints process is successful in the customer recovery process.
- Conduct and facilitate Quality workshops and Training to cover all customer contacts points in the bank.
- To supervise the Complaint Management Function as per SBP CGHM.
- Ensure that the process manuals of all Products are updated and updated versions of the documents are with key users.
  
- Work closely with the Ethics Officer to Conduct quarterly surveys of the consumer banking industry and recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Ensure that the Call center meets the service quality standard of accurate information provided to the customer.
- Monthly Reporting to the Management
- Undertake other duties as required with commensurate the post.