

Position Title: Officer Service Quality
Division: HR & SQ Division
Report To: Unit Head Service Quality
Location: Head Office Karachi

Position Summary:

A Service Quality Officer (SQO) ensures high customer satisfaction by monitoring service interactions (calls, emails, chats), providing feedback and training to agents, analyzing performance metrics (CSAT, NPS), and identifying process improvements, acting as a bridge between customer experience and operational standards to maintain quality and compliance.

Key Responsibilities:

- Monitor and evaluate customer service quality across branches.
- Conduct branch visits and service quality audits.
- Analyze customer feedback, complaints, and satisfaction surveys.
- Coordinate customer service training for branch staff.
- Support to Line Manager for the initiatives to improve customer satisfaction and operational efficiency.
- Ensure timely resolution of customer complaints.
- Review customer interactions (calls, emails, chats) for adherence to SOPs, accuracy, and service standards.
- Deliver constructive feedback to agents, conduct training sessions, and coach staff to improve performance and service quality.
- Identify gaps in service delivery, workflows, and policies, and collaborate with relevant teams to implement improvements.
- Track key performance indicators (KPIs) related to customer service and recommend corrective actions where necessary.
- Maintain accurate records of complaints, feedback, and service improvement initiatives.
- Prepare management reports on quality trends, agent performance, and recommendations for enhancement.
- Develop and maintain quality standards, ensuring compliance with internal guidelines and external regulations, including SBP requirements in the banking context.
- Champion a customer-centric approach, managing mystery shopping programs and surveys to assess customer experience.
- Perform any additional tasks or assignments as directed by the Line Manager.

Position Specification(s):

Minimum Qualification	Minimum Bachelors preferably
Experience	1-2 years in Service Quality
Competencies Required:	Proficient with Microsoft Office,