

Position: Service Quality Officer
Division: Marketing
Location: Karachi

Required Qualification & Experience:

Minimum Graduate Preferably Masters from an HEC recognized University with relevant experience of 2 to 3 years.

Main Duties & Responsibilities:

- Assist the Manager Service Quality (SQ) in developing and implementing the service quality plan / initiatives in order to continuously improve the quality of service.
- Maintain and compile callers record (prepare products or service report by collecting and analyzing customer information) and share data base of potential customers with the field.
- Ensure that call center meets the service quality standard and accurate information provided to the customer.
- Work with team members to achieve service excellence through optimal use of resource.
- Facilitate the team in organizing quality workshop and trainings covering all customer contact points in the bank.
- Any other job assigned by the Line Manger/Divisional Head.
- Ensure time by Submission of data/reports required by line manager/RO/HO.
- Ensure satisfied customer services to all Client.