

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

Position Summary:

The position of a **Unit Head of Service Quality** involves leading the development, implementation, and management of strategies to ensure exceptional customer experience and compliance with quality standards and regulations across a specific business unit or the entire organization

Key Responsibilities:

- Develop and implement the **service quality vision, strategies, policies, and procedures** aligned with business objectives and regulatory requirements.
- Establish and monitor **Key Performance Indicators (KPIs)** and metrics, such as **Net Promoter Score** and customer satisfaction levels, to assess performance, identify gaps, and drive improvements.
- Oversee all **quality assurance monitoring activities**, including review of customer interactions (calls, emails), **mystery shopping programs**, and adherence to internal and industry standards (e.g., **ISO 9001**).
- Identify **root causes of quality issues**, implement **corrective and preventive actions (CAPAs)**, and drive **continuous improvement initiatives** to enhance operational efficiency and service delivery.
- Ensure compliance with **internal policies and external regulations**, including consumer protection laws; manage audits and mitigate risks related to service quality.
- Supervise the **complaint management process**, ensuring timely resolution and leveraging customer feedback to inform service enhancements.
- Lead, mentor, and train staff to instill a **culture of service excellence**, ensuring teams have the skills and knowledge to meet quality standards.
- Collaborate with **cross-functional teams**—operations, marketing, IT, and others—to ensure seamless project execution and alignment of unit goals with organizational objectives.
- Perform **any additional tasks or assignments** as directed by the Line Manager.

Position Specification(s):

Minimum Qualification	Minimum Bachelors preferably
Experience	5-8 years in Service Quality
Competencies Required:	Proficient with Microsoft Office,