



Soneri Bank

WE ARE HIRING!

Department:

Operations (Service Quality and Process Optimization)

Position Title:

Regional Quality Manager South

Grade:

AVP

Qualification:

Bachelor's or Master's Degree

Experience:

5 to 7 Year relevant experience

Application Deadline:

19th December 2023

**Email:**

shabbir.baig@soneribank.com

*Kindly mention position in subject line

**Location:**

Karachi

Roles and Responsibilities:

- Assist in implementation of Service Quality plan/activities in respective group.
- Process and analyze the Branch Score Card/Mystery Shopping/Spot Check results
- Collect, analyze and interpret MIS of Service Quality measures undertaken in branches.
- Introduce new and reiterate and re-engineer the SQ processes and activities from time to time.
- Maintain regular contact with Branches for obtaining feedback on Service Quality standards, discuss and resolve daily issues.
- Identify key Service Quality trends and propose plans/actions for continuous improvement. Identify gaps and chalk-out possible alternatives.
- Conduct regular Service Audits of Service Quality branches for spot checking of Service Quality Indicators / standards.
- Arrange service quality meetings with Regional Teams/branch staff to create and monitor action plan.

We are an equal opportunity employer

Only shortlisted candidates will be contacted for an interview