



Career Opportunity: Senior Manager Service Quality

Senior Manager Service Quality would be responsible for implementing initiatives in collaboration with department heads for improving service delivery standards. The candidate would be responsible for reviewing the existing SOPs, processes, TATs, and KPIs of departments affecting the quality of service and customer experience; identifying gaps in processes, and recommending improvements. The candidate would also be responsible for conducting customer feedback surveys, regular service quality audits, spot checks, and organizing mystery shop exercises to evaluate our customer services and also do workload assignment/coordination, timesheet reviews, and approvals.

Qualification and Professional Experience:

The ideal candidate should be a Bachelor's or Master's Degree with at least six years of relevant experience in well-established organizations in service quality division preferably in the financial sector.

Skills:

- Result oriented and customer-oriented
- Analytical and commercial acumen
- Strong work ethic, critical thinker, intellectually curious, and detail-oriented.
- Outstanding interpersonal and communication skills

Location: Karachi

If this sounds like you, please send your resume to **sarwat.khan@tplcorp.com & careers@tplcorp.com.**

