



May 10, 2022

1NATION 1DREAM 1LINK 1GRID!
VACANCY ANNOUNCEMENT

Grade: Contractual
Function: Service Quality (Customer Support, Monitoring Unit & Sohni Dharti Remittance Program - SDRP)
Department: Information Technology
Title: Service Quality Representative
Qualification: Intermediate or A-Levels
Location: Karachi
Experience: Fresh to 02 years
Reports to: Senior Manager – Service Quality
Deadline: May 16, 2022

Responsibilities:

- Answering customer calls, understanding their queries and providing satisfactory answers to queries and concerns.
- Engaging in active listening with callers, confirming and clarifying information and diffusing angry customers as needed.
- Investigating complaints and providing resolutions by collaborating and following up with relevant departments/institutions.
- Managing complaints and escalations from clients and customers relating to products or services.
- Preparing and submitting timely MIS (Reports) on calls, performance, targets, customer queries and dashboards as and when needed.
- Coordinating and circulating relevant communication to member banks and clients as directed by the management.
- Meeting personal targets and work towards meeting team targets.
- Upselling other products wherever possible.
- Assisting team members, supervisors and Head of Department on as need basis.

Job Requirements:

- Fluency in spoken language
- Good written communication
- Problem solving and team management skills
- Good Microsoft Office skills

Please send your resumes at careers@1link.net.pk specifying the grade and function in the subject header.

1LINK 1Workplace 2nd to none!

