



WE'RE HIRING!

Manager / Deputy Manager Service Quality & Complaint Resolution

Department: Customer Experience –
Customer Services

Location: Karachi

Education: Bachelors/Masters from any HEC
recognized university

Experience: 08 – 10 years in relevant field

Deadline: April 29, 2024

Apply at: careers@1link.net.pk

Female candidates are encouraged to apply.



Title: Manager / Deputy Manager – Service Quality & Complaint Resolution



Job Role & Requirements:

- Develop strategies to ensure that high service quality standards are achieved, sustained, and implemented.
- Lead a team responsible for handling customer complaints and ensuring their timely resolution.
- Collaborate with cross-functional teams to identify the root cause of complaints and implement corrective actions.
- Conduct regular training sessions of the team.
- Establish Key Performance Indicators (KPIs) for measuring service quality and the effectiveness of complaint resolution.
- Prepare and present reports on service quality metrics, complaint trends, and resolution outcomes to senior management as well as regulators.
- Develop and maintain relationships with key stakeholders to ensure alignment with service quality objectives.
- Stay updated on industry best practices, trends related to service quality, and complaint resolution.
- Foster a culture of continuous improvement in service delivery and complaint handling processes.
- Review and revise the service quality manual/training plan as needed.
- Review and revise inter-departmental Service Level Agreements (SLAs).
- Coordinate with internal and external departments in response to audit observations.

At 1LINK we believe in equal opportunity & inclusivity for all. We encourage our employees to live a healthy life & work to the best of their potential. For employees to give their best, we offer:

- ① *Modular working options such as flexi-hours*
- ① *Continuous training and development*
- ① *Quarterly bonuses*
- ① *Heavily subsidized lunch and club facilities*
- ① *Employee educational support*
- ① *Performance bonuses*
- ① *Carpool incentive*
- ① *On premises gym facility*
- ① *In-person/online doctor consultation facility*

Deadline: April 27, 2024

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