

## CAREER OPPORTUNITY IN BANKING

The Bank of Punjab is one of the fastest growing Banks in Pakistan with its profound existence of over 35 years. It operates through a network of **900+** real-time online branches and ATMs across the country. The Bank has established a strong foundation while offering premium banking services with major focus on un surpassed value added services for its customers through advanced solutions.

In line with the Bank's progression strategy, we invite applications from experienced, dedicated and performance-driven professionals for the position of **Divisional Head Contact Center**, in our Information Technology Group. The following job profile offer excellent opportunity for the right candidates desirous of building a long term career in a dynamic organization:

Position	Job Summary / Major Responsibilities	Eligibility Criteria
<b>Divisional Head Contact Center</b> (Grade: SVP/EVP) (Location: Lahore)	<ul style="list-style-type: none"> <li>Service levels have to be maintained as per the SQ meeting target.</li> <li>Ensuring sales team Targets &amp; to seek management approval for sales and incentive model.</li> <li>Processing of all financial &amp; non-financial requests of customers through call center within Escalation.</li> <li>Ensure to meet internal &amp; service quality scores, along with accuracy, provided to all BOP customers making contact.</li> <li>Delivery of Call Centre projects as per the deadlines.</li> <li>Engagement with vendors for escalated issues for the quick closures (internal &amp; external).</li> <li>To ensure an error-free transactional environment at Contact Centre.</li> <li>Eliminate Regulatory Penalties.</li> <li>Preparation of Budget and Cost/expenses should be kept within the budget.</li> <li>Audit Clearance.</li> <li>Further functionality has to be added at the Contact Center/IVR.</li> <li>Complaints to be managed without any penalties.</li> <li>Implementation of Processes to increase Call Center functionality.</li> <li>Retention of Staff/Team management. Hiring and training for Call Center.</li> </ul>	<p><b>Qualification:</b> Minimum MBA or equivalent degree from an HEC recognized local/ foreign university.</p> <p><b>Experience:</b> 12 years of Banking/ Non-Banking experience, out of which 08 years of relevant experience.</p> <p><b>Age:</b> Up to 55 Years as on September 16, 2025.</p>

### Important Note:

- Only shortlisted candidates shall be called for interview. No TA/DA will be admissible.
- The Bank of Punjab reserves the right to accept or reject any application(s) without assigning any reason(s) thereof.
- The Bank is an equal opportunity employer. Females, Transgenders, minorities and PWDs are encouraged to apply.
- The above position(s) carry market based competitive remuneration.

Individuals fulfilling the above mentioned criteria are encouraged to apply online through <https://www.rozee.pk/company/the-bank-of-punjab-bop> latest by **September 16, 2025**.

**BOP Phone Banking: 111-267-200 [www.bop.com.pk](http://www.bop.com.pk)**

