

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **Human Resource Management** based at **Karachi**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

06	Position / Job Title	Processing Officer – Grievances EG&CW (OG-III / OG-II)
	Reporting to	Wing Head - Employee Grievances & Complaints
	Educational / Professional Qualification	<ul style="list-style-type: none"> • Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC • Candidates having Master’s in HR / Public Administration or other relevant discipline / or any other relevant professional certification(s) would be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 01 year of experience is required in grievance handling
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Strong command over MS office • Organized and result oriented • Good communication skills • Excellent drafting skills
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To assist the Unit Head Grievances, in all the grievances received at the Wing, including review and analysis for possible resolution from relevant quarters as well as processing on GRIP • To follow up with concerned quarters, for resolution of pending grievances for their disposal within TAT as per Grievances Policy • To handle all grievances received on GRIP portal as per Grievance policy • To analyze APA related data and other grievances from concerned quarters/ Wing / Division / Group and preparing MIS • To collect and prepare data to present before GRC • To perform any other assignment as assigned by the supervisor(s)

Assessment Test / Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
Employment Type	The employment will be on contractual basis for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank’s Policy / rules.

Interested candidates may visit the website www.sidathyder.com.pk/careers and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.

