

We are looking for an experienced professional

Head of Service Excellence (SED)

United Finance PLC is a publicly listed company formed under Financial Institutions Act of Bangladesh. United Finance started its journey as a Non-Banking Financial Institution in 1989. United Finance is looking for a dynamic and hardworking professional for the position of Head of Service Excellence (SED).

KEY RESPONSIBILITIES

- Develop and implement Service Excellence Strategy aligned with organizational goals. Establish product-wise Service Level Agreements (SLAs), service quality standards, and governance frameworks.
- Establish a unified Customer Feedback Management System to capture complaints and suggestions across product lines. Analyze trends and implement corrective measures.
- Collaborate with IT and Operations to improve usability of digital platforms. Simplify digital loan applications, enhance customer notifications, and reduce digital drop-offs.
- Develop and monitor service performance dashboards covering Turnaround Time (TAT), complaint resolution, SLA adherence etc.
- Conduct structured process audits across branches and departments for high-volume products. Identify inefficiencies and recommend process re-engineering initiatives.
- Simplify onboarding and documentation processes for Loan and Deposit Products.
- Standardize TAT benchmarks and documentation requirements, develop SOPs across branches, and reduce encashment delays through workflow automation.
- Lead and guide the Service Excellence team, ensuring effective execution, continuous development and alignment with organizational goals.

EXPERIENCE REQUIREMENTS

- Minimum 10–12 years of relevant experience of which 3-5 years in Banks or Financial Institutions.
- At least 2–3 years in a managerial role
- Proven experience in process improvement, service quality, or operations transformation
- Strong exposure to SLA management, TAT optimization, and customer experience frameworks
- Experience working with digital platforms and process automation initiatives
- Understanding of loan and deposit operations

ADDITIONAL RESPONSIBILITIES

- Promote a customer-first culture across the organization
- Support organizational change and service transformation
- Conduct cross-functional workshops to address service bottlenecks
- Benchmark service standards against industry best practices
- Ensure compliance with regulatory and governance

KEY COMPETENCIES

- Strategic thinking and process optimization capability
- Strong analytical and problem-solving skills
- Customer-centric mindset
- Leadership and stakeholder management
- Understanding of financial products and operations

EDUCATION

- Bachelor's degree in Business Administration, Finance, Accounting, Economics, Banking, Management, HRM, Marketing or related field
- MBA or relevant advanced degree preferred

JOB LOCATION

- Dhaka, Head Office

JOB GRADE

- Commensurate with experience

REMUNERATION & BENEFITS

- Salary (negotiable)
- All other benefits will be applicable as per company policy

APPLICATION PROCEDURE

- Interested candidates, who fulfill the eligibility requirements, are encouraged to apply by May 19, 2026 at recruitment@ufplc.com