

**Center for Economic Research in Pakistan (CERP)
Job Announcement**

POSITION: Quality Assurance Officer

PROJECT: Women's Mobility Program

START DATE: As soon as possible

MINIMUM COMMITMENT: For the contract period

LOCATION: Women's Mobility Auxiliary Office

TIMINGS: Office hours are from 10.00 am to 6.00 pm, 6 days a week

About CERP

The Center for Economic Research in Pakistan (CERP) is a non-profit research center in Pakistan that promotes the use of rigorous quantitative research and actively engages with policy counterparts to answer key questions in public policy. CERP was founded in 2008 by renowned Pakistani economists based at the Harvard University's John F. Kennedy School, University of Chicago, Pomona College and Lahore University of Management Sciences.

Project and Position Description

CERP is seeking a Quality Assurance Officer for the Women's Mobility Program that is studying the socioeconomic impact of provision of high quality transport services and job search facilitation services in urban and peri-urban Lahore. It uses a randomized controlled trial (RCT) methodology, and shall test for the differential impact of women's only restrictions on female mobility, labor force participation, and other indicators. As part of this program, an employment assistance service called Job Talash has been set up, which aims to assist jobseekers in finding suitable job opportunities, and for employers to find suitable candidates for job openings.

The Principal Investigators of the project are Dr. Erica Field (Duke University) and Dr. Kate Vyborny (Duke University).

The successful candidate will join the team as soon as possible. This is a full-time position based at the CERP office in Lahore. CERP's project teams are small, and the amount of work we accomplish is significant. The position is challenging but rewarding – only apply if you are the type of person who takes charge and responsibility, can do good work with little supervision, and are willing to learn new things in order to get the job done. The ability to take on challenges is essential.

Job Description

1. Managing a team of 30+ call center agents
2. Managing resource allocation between survey activities
3. Overseeing day-to-day work, monitoring attendance
4. Monitoring completion of calling targets
5. Monitoring adherence to quality assurance protocols through multiple mediums such as monitoring quality in person, through data checks and audio recordings
6. Monitoring data and & call logs to meet targets
7. Liaise with senior management regarding daily targets, revisions to protocols, any changes to survey and overall deliverables
8. Sharing regular progress reports with senior management regarding each survey activity
9. Making presentations regarding targets, timelines and progress
10. Documentation of all processes
11. Training of new recruits
12. Any other tasks required in the duration of this contract

Requirements

Education: Bachelor's in arts, Humanities or any other relevant field

Experience: Minimum 1 year of managing teams

Skills:

- Minimum Bachelor's degree in relevant field
- Demonstrated experience of managing teams (experience in call centers preferred)
- Experience in data management & analysis
- Understanding of telephonic surveys
- Ability to work with little supervision
- Proficiency in Microsoft Excel

Salary: Minimum starting salary for a full-time Quality Assurance Officer role at CERP is PKR 25,000 per month (all-inclusive).

How to Apply

Please follow the instructions below. Any applications or CVs submitted outside this process will not be considered. Only successful candidates will be contacted

Interested candidates should:

1. Fill out the [online form found here](#), marking Quality Assurance Officer as the position you are applying to
2. Send an email to **BOTH** careers@cerp.org.pk and womens.mobility@cerp.org.pk with the subject **“WMP-QAO”**. Please include your cover letter, CV, and transcripts.

