Senior Specialist, Quality Assurance– OMT

The pioneer provider of financial services with a leading market position in Lebanon.

Location: Beirut – Head office

Major: Bachelor's degree in Business Administration, Management, or any related field. A master's

degree is a plus.

Experience: 7-10 years in quality assurance, policy management or related operational role, preferably within the financial services or fintech industry

Major Requirements:

- − Develops, implements, and manages a robust Quality Management System (QMS) in alignment with ISO standards and industry best practices
- − Reviews quality audits, including internal process reviews and external certification assessments to ensure compliance and identifies areas for improvement
- − Establishes and monitors Key Performance Indicators (KPIs) and quality metrics to drive operational excellence and measure adherence to service standards
- − Leads continuous improvement initiatives by analyzing operational data, identifying root causes of deficiencies, and implementing corrective actions
- − Collaborates cross-functionally to implement quality initiatives and ensure alignment with business objectives
- − Trains, mentors, and supports staff on quality standards and continuous improvement methodologies

Additional Requirements:

- − Certification in Quality Assurance or Process Management (e.g., Six Sigma, ISO certification) is a plus
- − Strong knowledge of ISO standards and regulatory compliance requirements
- − Proven experience in developing and managing policies and procedures

How to Apply:
Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802