

## Job Opportunity

<b>Post</b>	Customer Service Representative	<b>Reference</b>	TradeNet-HR/J/2022/37
<b>Location</b>	Male'		
<b>No of positions</b>	03		
<b>Term of Employment</b>	Duration of the assignment is 1 (one) year from the commencement of work. Contract can be extended after performance analysis at the end of the term.		
<b>Remuneration</b>	Based on qualification and experience		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>Minimum GCE O' Level pass in 3 subjects</li> </ul>		
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Verification and approval of forms, applications, and requests.</li> <li>Resolving discrepancies in information in the documents.</li> <li>Obtaining further information for incomplete documents by contacting customers.</li> <li>Identify and escalate issues to product managers</li> <li>Route calls to appropriate resources</li> <li>Document all information according to standard operating procedures</li> <li>Responding promptly to customer queries.</li> <li>Ensure customer satisfaction and provide professional customer support.</li> <li>Follow communication procedures, guidelines, and policies</li> <li>Maintaining a positive, empathetic, and professional attitude toward customers at all times.</li> <li>Other duties as assigned</li> </ul>		
<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>Excellent listening, verbal, and written communication skills in Dhivehi and English.</li> <li>Excellent data entry and typing skills.</li> <li>Ability to handle stressful situations appropriately.</li> <li>Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances.</li> </ul>		

Interested applicants are requested to email us your applications with the following documents before 1600 hrs on

31<sup>st</sup> October 2022 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)

- Completed Job Application Form (attached)
- CV
- Scan of National ID card
- Scans of educational certificates
- Employment reference letters
- Police Report

**Kindly note that only shortlisted candidates will be contacted for an interview.**