

TERMS OF REFERENCE (TOR)

Post: Customer Service Representative
Vacancies: 01
Post Type: Full time
Department: Loan Application Support Department
Reporting to: Deputy Manager - Loan Application Support

Key Tasks, Responsibilities, and Deliverables:

- Provide customers with the products and service information of the corporation in an effective and efficient manner.
- Attending to emails, customer queries, and phone calls in a timely and professional manner
- Respond to customer inquiries.
- Maintaining accurate records of discussions with customers.
- Handle and resolve customer complaints.
- Identify and escalate priority issues.
- Review feedback from customers and identify trends for improvement.
- Attend and complete basic documentation for applications received through the customer portal.
- Learning about the products and services of the corporation as well as keeping up to date on any changes.
- Undertake other miscellaneous tasks assigned by the Supervisor/Manager.

Requirements and Qualifications:

- Certificate Level 3 in relevant field.
Or,
- GCE 'O' Level three 'C' pass and SSC Dhivehi pass with 3 years relevant experience.

Other Competencies required:

- Strong analytical, problem-solving, and decision-making skills.
- Excellent interpersonal and communication skills and ability to interact with customers in a professional manner.
- Excellent computer skills including processing word documents, spreadsheets, and databases.
- Familiarity with trade, economic development, and the development of the private sector in the Maldives would be an added advantage.
- Experience in the banking or financial services industry would be an added advantage.

Remuneration Package:

- Gross pay is between MVR 12,500 – MVR 13,500 depending on the Qualification and Experience.

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Other benefits:

- Health Insurance as per company policy
- Training and development opportunities

Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).
- Copy of National Identity Card.
- Copies of academic certificates with transcripts.
- **All international certificates must be accredited from MQA**
- Reference letters from current/ previous employers certifying type of employment, job roles and service period.
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link:
<https://sdfcmv.aidaform.com/job-application-form-csr3> before **27th November 2022, 14:00hours.**

Important notes to applicants:

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only short-listed candidates will be notified for interview.

For inquiries, please contact us on weekdays between 9:00 am to 14:00 pm via phone at 3026016 / 3026018 or email to careers@sdfc.mv