

Job Opportunity

Post	Customer Service Representative	Reference	TradeNet-HR/J/2022/49
Location	Male'		
No of positions	06		
Term of Employment	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.		
Remuneration	Based on qualification and experience		
Qualification & Experience	<ul style="list-style-type: none"> Minimum GCE O' Level pass in 3 subjects 		
Responsibilities	<ul style="list-style-type: none"> Verification and approval of forms, applications, and requests. Resolving discrepancies in information in the documents. Obtaining further information for incomplete documents by contacting customers. Identify and escalate issues to product managers Route calls to appropriate resources Document all information according to standard operating procedures Responding promptly to customer queries. Ensure customer satisfaction and provide professional customer support. Follow communication procedures, guidelines, and policies Maintaining a positive, empathetic, and professional attitude toward customers at all times. Other duties as assigned 		
Desired Skills	<ul style="list-style-type: none"> Excellent listening, verbal, and written communication skills in Dhivehi and English. Excellent data entry and typing skills. Ability to handle stressful situations appropriately. Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances. 		

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

01st January 2023 to 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.