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Job Opportunity

Post	Customer Service Representative	Reference	TradeNet-HR/J/2022/50
Location	Addu City		
No of positions	11		
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	- Minimum GCE O' Level pass in 3 subjects or MNQF Level 3 certificate - Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.		
Responsibilities	- Processing, verification, and approval of forms, applications, and requests. - Resolving discrepancies in information in the documents. - Document all information according to standard operating procedures - Obtaining further information for incomplete documents by contacting customers. - Route calls to appropriate resources - Respond promptly to customer queries. - Provide service information to walk-in customers. - Answer incoming calls and respond to customer emails and live chat. - Follow up customer calls, live chat where necessary - Manage and resolve customer complaints - Complete call logs and reports - Follow communication procedures, guidelines, and policies - Identify and escalate issues to supervisors/product managers - Research, identify, and resolve customer complaints using applicable software & resources. - Recognize, document, and alert the management team of trends in customer calls - Ensure customer satisfaction and provide professional customer support. - Other duties as assigned.		
Desired Skills	- 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 08th 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.