

## Job Opportunity

Post	Contact Centre Agent	Reference	TradeNet-HR/J/2023/01
Location	Male'		
No of positions	02		
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"> <li>• Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate</li> <li>• Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.</li> </ul>		
Responsibilities	<ul style="list-style-type: none"> <li>• Answer incoming calls and respond to customer emails and live chat.</li> <li>• Manage and resolve customer complaints</li> <li>• Identify and escalate issues to supervisors</li> <li>• Provide service information to customers</li> <li>• Research required information using available resources</li> <li>• Research, identify, and resolve customer complaints using applicable software</li> <li>• Process forms and application</li> <li>• Route calls to appropriate resources</li> <li>• Document all call information according to standard operating procedures</li> <li>• Recognize, document, and alert the management team of trends in customer calls</li> <li>• Follow up customer calls, live chat where necessary</li> <li>• Complete call logs and reports</li> <li>• Other duties as assigned.</li> </ul>		
Desired Skills	<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 1200 hrs. on 08<sup>th</sup> January

2023 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.**