

## Job Opportunity

<b>Post</b>	Contact Centre Agent	<b>Reference</b>	TradeNet-HR/J/2023/20
<b>Location</b>	Fuvahmulah City		
<b>No of positions</b>	11		
<b>Term of Employment</b>	The 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 qualifications and experience		
<b>Scope of Work</b>	We seek an energetic professional with significant experience in handling a wide range of administrative support-related tasks and being able to work independently under administrative challenges.		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate 2 + years' experience in a related field</li> <li>• Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.</li> </ul>		
<b>Responsibilities</b>	<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>		
<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 the 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 1400 hrs on

14<sup>th</sup> June 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.**