

## Job Opportunity

|                                       |   |                  |                       |
|---------------------------------------|---|------------------|-----------------------|
| <b>Post</b>                           | Customer Service Representative   | <b>Reference</b> | Tradenet-HR/J/2023/25 |
| <b>Location</b>                       | Male'   |                  |                       |
| <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>Qualification &amp; Experience</b> | <ul style="list-style-type: none"> <li>Minimum GCE O' Level pass in 3 subjects</li> </ul>   |                  |                       |
| <b>Responsibilities</b>               | <ul style="list-style-type: none"> <li>Processing, verification, and approval of forms, applications, and requests.</li> <li>Resolving discrepancies in information in the documents.</li> <li>Document all information according to standard operating procedures.</li> <li>Obtaining further information for incomplete documents by contacting customers.</li> <li>Route calls to appropriate resources</li> <li>Respond promptly to customer queries.</li> <li>Provide service information to walk-in customers.</li> <li>Answer incoming calls and respond to customer emails and live chat.</li> <li>Follow up on customer calls, and live chat where necessary.</li> <li>Manage and resolve customer complaints.</li> <li>Complete call logs and reports</li> <li>Follow communication procedures, guidelines, and policies.</li> <li>Identify and escalate issues to supervisors/product managers.</li> <li>Research, identify and resolve customer complaints using applicable software &amp; resources.</li> <li>Recognize, document, and alert the management team of trends in customer calls.</li> <li>Ensure customer satisfaction and provide professional customer support.</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 1600 hrs on 01<sup>st</sup> July 2023 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)

- Completed Job Application Form (attached)
- Passport Size Photo (Digital Copy)
- Scan of National ID card
- CV
- Scans of educational certificates
- Employment reference letters
- Police Report

Kindly note that only shortlisted candidates will be contacted for an interview.