

Job Opportunity

Post	Supervisor, Customer Service	Reference	TradeNet-HR/J/2023/27
Location	Laamu Gan, Mukurimagu		
No of positions	1		
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"> College diploma with 1-3 Years of Experience 		
Responsibilities	<ul style="list-style-type: none"> Leading Daily Morning Briefings, asking questions in order to identify the difficulties faced by the agents & keeping the team updated on any changes to the services. Liaising with the respective product managers to ensure that product knowledge is up to date. Ensuring that all escalations are being carried out correctly and that all tickets are created and escalated with the correct classifications. Ensure that agents have been assigned to service counter and processing / approval teams and an equal work distribution is maintained. Supervise all processing teams and ensure targets are met while maintaining the quality. Attending queries received from emails and via walk-in customers. Ensure adherence to policies for attendance, established procedures etc. Providing call backs to customers if required. Updating and sending daily and weekly reports / stats to the relevant managers. Identify knowledge gaps and coordinate with product managers to address them in a timely manner. Taking a proactive approach to tackle all issues faced in handling the assigned services. The supervisor must ensure that lunch breaks are managed according to the operational need for the day. Making sure a professional work environment is always maintained. 		
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 10th July 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.