

## Job Opportunity

<b>Post</b>	Customer Service Representative	<b>Reference</b>	TradeNet-HR/J/2023/28
<b>Location</b>	Laamu Gan, Mukurimagu		
<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 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>		
<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 about 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 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 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

19<sup>th</sup> July 2023 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)

- Completed Job Application Form (attached)
- Passport Size Photo
- 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.**