

## Job Opportunity

<b>Post</b>	Supervisor, Customer Service	<b>Reference</b>	TradeNet-HR/J/2023/29
<b>Location</b>	Laamu Gan, Mukurimagu		
<b>No of positions</b>	1		
<b>Term of Employment</b>	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 qualification and experience		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>College diploma with 1-3 Years of Experience</li> </ul>		
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Leading Daily Morning Briefings, asking questions in order to identify the difficulties faced by the agents &amp; keeping the team updated on any changes to the services.</li> <li>Liaising with the respective product managers to ensure that product knowledge is up to date.</li> <li>Ensuring that all escalations are being carried out correctly and that all tickets are created and escalated with the correct classifications.</li> <li>Ensure that agents have been assigned to service counter and processing / approval teams and an equal work distribution is maintained.</li> <li>Supervise all processing teams and ensure targets are met while maintaining the quality.</li> <li>Attending queries received from emails and via walk-in customers.</li> <li>Ensure adherence to policies for attendance, established procedures etc.</li> <li>Providing call backs to customers if required.</li> <li>Updating and sending daily and weekly reports / stats to the relevant managers.</li> <li>Identify knowledge gaps and coordinate with product managers to address them in a timely manner.</li> <li>Taking a proactive approach to tackle all issues faced in handling the assigned services.</li> <li>The supervisor must ensure that lunch breaks are managed according to the operational need for the day.</li> <li>Making sure a professional work environment is always maintained.</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)
- 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.**