

Job Opportunity

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|---------------------------------------|---|------------------|-----------------------|
| Post | Customer Service Representative | Reference | TradeNet-HR/J/2023/31 |
| Location | Laamu Gan, Mukurimagu | | |
| No of positions | 11 | | |
| Term of Employment | 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. | | |
| Remuneration | MVR 8,000.00 – MVR 9,000.00 | | |
| Qualification & Experience | <ul style="list-style-type: none"> • Minimum GCE O' Level pass in 3 subjects or MNQF Level 3 certificate • Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable. | | |
| Responsibilities | <ul style="list-style-type: none"> • Processing, verification, and approval of forms, applications, and requests. • Resolving discrepancies in information in the documents. • Document all information according to standard operating procedures. • Obtaining further information about incomplete documents by contacting customers. • Route calls to appropriate resources • Respond promptly to customer queries. • Provide service information to walk-in customers. • Answer incoming calls and respond to customer emails and live chat. • Follow up customer calls, and live chat where necessary. • Manage and resolve customer complaints. • Complete call logs and reports • Follow communication procedures, guidelines, and policies. • Identify and escalate issues to supervisors/product managers. • Research, identify, and resolve customer complaints using applicable software & resources. • Recognize, document, and alert the management team of trends in customer calls. • Ensure customer satisfaction and provide professional customer support. • Other duties as assigned. | | |
| 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

31st July 2023 to 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.