

# Join the Leading Insurer of the Maldives.

## ASSISTANT OFFICER – CUSTOMER SERVICE (SHIFT DUTY – CALL CENTRE)

*Position Type: Permanent (Initial contract shall be for a period of one (1) year. The contract shall be renewed as permanent based on performance upon successful completion of one year.)*

### REQUIREMENTS

- IGCSE/GCE O'Level 03 passes (Grade C and above)
- 2-3 years of work experience in a call centre or customer service support will be a plus
- Computer skills with knowledge of MS Office Applications
- Excellent verbal and written communication skills in Dhivehi and English
- Excellent inter-personal skills and ability to work in a team environment
- Able to work independently and adhere to tight reporting deadline
- Pleasant personality

### RESPONSIBILITIES

- Provide high level of customer services to customers obtaining service from Allied Insurance Call Centre by providing quick and accurate response to customer's queries and requests
- Provide products and service information
- Manage customer accounts and resolve customer complaints
- Promptly attend to inquiries made by customers at the Customer Service
- Provide support and information to other departments

### REMUNERATION & BENEFITS

- Attractive salary based on qualification and experience
- Annual Bonus
- Flexible Leave Arrangement
- Sales Incentive
- Health & Life Insurance Plan
- Third Party Credit Schemes
- Staff Loan Scheme
- Learning & Development

Interested candidates please apply in writing along with Job Application Form, Job Letter, ID card copy, CV, and copies of relevant certificates to:

Allied Insurance Company of the Maldives Pvt. Ltd.  
Allied Building, 3rd Floor, Chaandhane Magu,  
Male', 20156,  
Maldives

☎ 1600  
☎ 332 5035  
✉ [jobs@allied.mv](mailto:jobs@allied.mv)  
🌐 [www.allied.mv](http://www.allied.mv)

- Application form is available at our website
- Applications with:
  - inaccurate information,
  - incomplete application form
  - missing other required documents such as CV, letters will be disqualified

Please apply on or before 15 October 2023 — 15:30 hrs.

Only shortlisted candidates will be called for interview and for more information [Call us at 1600](tel:1600)  
(All prospective employees must pass a background check)



Allied Insurance Company



Professional Development



Trainee Development - Platinum