

Job Opportunity

Post	Customer Service Manager	Reference	Tradenet-HR/J/2023/54
Location	Male'		
No of positions	1		
Employment Type	Contractual		
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	Based on qualifications and experience		
Scope of Work	<p>The scope of work for the Customer Service Manager encompasses overseeing and managing the entire customer service operations for oneGov & NSW. This role involves leading teams dedicated to providing exceptional service, implementing, and refining customer service strategies and policies while ensuring compliance with standards, and handling customer feedback. The manager will also be responsible for analyzing performance metrics, preparing reports, and driving continuous improvement in service delivery while collaborating with various stakeholders, both internal and external, to ensure a seamless and effective customer experience is a critical aspect of this role. Additionally, the manager will manage resources and budgets to optimize the efficiency and effectiveness of the customer service teams, while staying abreast of industry trends and technological advancements to enhance service quality.</p> <p>Leadership and Team Management:</p> <ul style="list-style-type: none"> ▪ Lead and mentor a team of customer service representatives and front-line managers and supervisors. ▪ Conduct regular performance reviews, provide feedback, and facilitate professional development. ▪ Address staff issues and conflicts, ensuring a harmonious and productive work environment. <p>Customer Service Strategy and Execution:</p> <ul style="list-style-type: none"> ▪ Develop and implement strategies to enhance customer satisfaction and service quality. ▪ Oversee the customer service operations (Malé and regional offices) to ensure efficiency and effectiveness. ▪ Monitor and analyze customer feedback to identify areas for improvement. <p>Policy and Procedure Development:</p> <ul style="list-style-type: none"> ▪ Create, revise, and enforce customer service policies and procedures according to Partner Agencies & Tradenet. ▪ Ensure compliance with internal and external (Partner Agency) standards and legal regulations. ▪ Conduct regular audits of customer service processes for optimization. <p>Reporting and Analysis:</p> <ul style="list-style-type: none"> ▪ Prepare and present detailed reports on customer service operations and performance. ▪ Analyze service statistics and customer feedback to inform decision-making. ▪ Monitor and report on Key Performance Indicators (KPIs) related to customer service. 		

	<p>Communication and Coordination:</p> <ul style="list-style-type: none"> ▪ Serve as the primary point of contact for customer service issues within the organization. ▪ Collaborate with other departments & partner agencies to streamline customer service operations and address cross-functional issues. ▪ Communicate effectively with team members, partner agencies, other departments, and upper management. <p>Budget and Resource Management:</p> <ul style="list-style-type: none"> ▪ Coordinate with internal teams and manage the customer service department’s budget, ensuring cost-effectiveness. ▪ Allocate resources efficiently to meet customer service objectives. ▪ Justify and advocate for additional resources when necessary. <p>Risk Management and Problem Resolution:</p> <ul style="list-style-type: none"> ▪ Identify potential risks in customer service operations and develop mitigation strategies. ▪ Handle complex customer complaints and escalations. ▪ Implement solutions for recurring issues to improve overall service quality. <p>Continuous Improvement:</p> <ul style="list-style-type: none"> ▪ Stay informed on industry best practices and technological advancements. ▪ Implement innovative approaches and tools to enhance customer service. ▪ Foster a culture of continuous improvement within the team. <p>Stakeholder Engagement:</p> <ul style="list-style-type: none"> ▪ Engage with various stakeholders, including customers, partners, and suppliers, to maintain strong relationships. ▪ Represent the customer service department in meetings and organizational events.
<p>Qualification & Experience</p>	<ul style="list-style-type: none"> ▪ Minimum bachelor’s degree in a related field or equivalent qualification ▪ A minimum of 3 years of professional working experience in a managerial capacity within the customer service field ▪ Experience in providing customer service support. ▪ Excellent knowledge of management methods and techniques ▪ Proficiency in English & Dhivehi ▪ A working knowledge of customer service software, databases, and tools will be an added advantage. ▪ Awareness of the industry’s latest technology trends and applications ▪ Ability to think strategically, lead, and people skills. ▪ Strong client-facing and communication skills ▪ Advanced troubleshooting and multi-tasking skills ▪ Customer service orientation

Responsibilities	<ul style="list-style-type: none">▪ Lead and develop a team of front-line managers.▪ Supervise in line with company policies; responsibilities include interviewing, training, employee engagement, and conflict resolution.▪ Address issues and escalations, providing updates to leadership.▪ Create and implement customer service procedures, policies, and standards.▪ Communicate policies to staff, ensure compliance, and take corrective actions.▪ Develop customer satisfaction goals and coordinate with the team.▪ Maintain records of all customer service activities and discussions.▪ Assess service statistics and prepare detailed reports.▪ Manage the customer service department's budget.▪ Stay updated on industry techniques and methods.▪ Deliver Key Performance Indicators (KPIs) successfully.▪ Utilize and justify internal resources, systems, and procedures.▪ Provide support and work closely with all stakeholders and management.▪ Gain technical expertise and offer insights to management.
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Interested applicants are requested to email us your applications with the following documents before 1600hrs on 24th December 2023 to careers@tradenet.com.mv

- Completed Job Application Form (attached)
- Passport Size Photo (Digital Copy)
- Scan of National ID card
- CV
- Scans of educational certificates
- Employment reference letters

Kindly note that only shortlisted candidates will be contacted for an interview.