

Job Opportunity

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| Post | Customer Service Representative | Reference | Tradenet-HR/J/2023/55 |
| Location | Male' | | |
| No of positions | 2 | | |
| 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 | | |
| Qualification & Experience | <ul style="list-style-type: none"> Minimum GCE O' Level pass in 3 subjects | | |
| 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 for 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 on 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 the 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 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.