

## Job Opportunity

Post	Contact Centre Agent	Reference	TradeNet-HR/J/2024/01
Location	Male'		
No of positions	01		
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"><li>• Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate.</li><li>• Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.</li></ul>		
Responsibilities	<ul style="list-style-type: none"><li>• Answer incoming calls and respond to customer emails and live chat.</li><li>• Manage and resolve customer complaints.</li><li>• Identify and escalate issues to supervisors.</li><li>• Provide service information to customers.</li><li>• Research required information using available resources.</li><li>• Research, identify, and resolve customer complaints using applicable software.</li><li>• Process forms and application</li><li>• Route calls to appropriate resources</li><li>• Document all call information according to standard operating procedures.</li><li>• Recognize, document, and alert the management team of trends in customer calls.</li><li>• Follow up on customer calls, and live chat where necessary.</li><li>• Complete call logs and reports</li><li>• Other duties as assigned.</li></ul>		
Desired Skills	<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 the 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 13<sup>th</sup> January 2024 to

[careers@tradenet.com.mv](mailto: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.