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Job Opportunity

Post	Contact Centre Agent	Reference	TradeNet-HR/J/2024/03
Location	Fuvahmulah City		
No of positions	02		
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	- Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate. - Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.		
Responsibilities	- Answer incoming calls and respond to customer emails and live chat. - Manage and resolve customer complaints. - Identify and escalate issues to supervisors. - Provide service information to customers. - Research required information using available resources. - Research, identify, and resolve customer complaints using applicable software. - Process forms and application - Route calls to appropriate resources - Document all call information according to standard operating procedures. - Recognize, document, and alert the management team of trends in customer calls. - Follow up on customer calls, and live chat where necessary. - Complete call logs and reports - Other duties as assigned.		
Desired Skills	- 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 27th January 2024 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.