

JOB OPPORTUNITY

Reference No: (IUL) 113-HRD/1/2024/14

Date: 22nd January 2024

Post:	Call Center Operator
No of Candidates:	05
Department:	Technology & Digital Services Department
Salary:	Basic Salary MVR 5600.00 - Monthly
Other Allowances:	<ul style="list-style-type: none">• Service Allowance 80/- (per day of attendance)• Monthly Fixed Allowance 4650/- (Fixed)• Medical health insurance• Overtime pay as prescribed for employees under the Employment Act.• Educational Allowance as per the rules for Certificate Levels 7 and 8
To enhance customer service using modern methods and address the challenges MPL faces in efficient call management.	
Educational Qualification:	<ul style="list-style-type: none">• A level 2 passes
Pre-requisites:	<ul style="list-style-type: none">• 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.
Duties and responsibilities:	<ul style="list-style-type: none">• Provide high level of customer services to customers obtaining service from Maldives Ports Limited Call Centre by providing quick and accurate response to customer's queries and requests.• Handle customer inquiries, complaints, and other issues respectfully and professionally.• Maintain and update the customer database with the status of each caller.• Respond efficiently and accurately to customers, explaining possible solutions, and ensuring that customers feel supported and valued.

	<ul style="list-style-type: none"> Evaluate documents and report feedbacks and concerns to improve the service. Performing Other Tasks related to Call Center Operations.
Post:	Call Center Supervisor (Shift Incharge)
No of Candidates:	02
Department:	Technology & Digital Services Department
Salary:	Basic Salary MVR 6000.00 - Monthly
Other Allowances:	<ul style="list-style-type: none"> Service Allowance 80/- (per day of attendance) Monthly Fixed Allowance 4650/- (Fixed) Medical health insurance Overtime pay as prescribed for employees under the Employment Act. Educational Allowance as per the rules for Certificate Levels 7 and 8
Educational Qualification:	<ul style="list-style-type: none"> A level 2 passes with 2 years of experience in relevant field
Pre-requisites:	<ul style="list-style-type: none"> 1-2 years of work experience in a call center or customer service support will be an added advantage. 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.
Duties and responsibilities:	<ul style="list-style-type: none"> Provide high level of customer services to customers obtaining service from Maldives Ports Limited Call Centre by providing quick and accurate response to customer's queries and requests. Handle customer inquiries, complaints, and other issues respectfully and professionally. Maintain and update the customer database with the status of each caller. Provide leadership and guidance to the call center team, fostering a cohesive and efficient working environment. Support and mentor other call center operators in handling complex issues and improving their skills. Oversee and perform various tasks related to call center operations, ensuring smooth service delivery.

	<ul style="list-style-type: none"> • Delegate responsibilities as needed, prioritizing tasks based on urgency and importance. • Performing Other Tasks related to Call Center Operations.
Post:	Lead Operator
No of Candidates:	01
Salary:	Basic Salary MVR 6400.00 - Monthly
Other Allowances:	<ul style="list-style-type: none"> • Service Allowance 80/- (per day of attendance) • Monthly Fixed Allowance 4650/- (Fixed) • Medical health insurance • Overtime pay as prescribed for employees under the Employment Act. • Educational Allowance as per the rules for Certificate Levels 7 and 8
Educational Qualification:	<ul style="list-style-type: none"> • Certificate level 4 in with 6 years of work experience in relevant field
Pre-requisites:	<ul style="list-style-type: none"> • Prior experience in a supervisory or team lead role is highly preferred. • Ability to effectively communicate with team members, other departments, and management. • Strong leadership and management skills. • Ability to motivate and guide a team towards achieving set goals. • Computer skills with knowledge of MS Office Applications. • Excellent verbal and written communication skills in Dhivehi and English • Excellent interpersonal skills and ability to handle employee relations issues and provide constructive feedback.
Duties and responsibilities:	<ul style="list-style-type: none"> • Oversee daily operations of the call center. • Provide guidance and support to call center operators. • Address and resolve escalated customer issues. • Monitor performance metrics and implement improvements. • Conduct training sessions for new and existing staff. • Evaluate documents and report feedback and concerns to improve the service. • Performing Other Tasks related to Call Center Operations.
Department:	Technology & Digital Services Department / GN. Fuvahmulah
Time to work:	Shift Basis (08 Hours per day)

Deadline:	Before 15:30 on Sunday, January 28,2024
Interview Date:	Interview will be held at Zikura International College / Fuvahmulah at January 31,2024.
Application Submission:	Interested candidates should submit their application through MPL's online job application portal before 28th January 2024.
Required Documents:	<ol style="list-style-type: none"> 1. CV 2. National Identification Card, 3. Copies of academic certificates (Accredited) 4. Job Reference Letters 5. Passport Size Photo
Job Application Link:	https://jobs.port.mv/

For Further information: 3093188 & 3039179

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