بسم الله الرحمن الرحيم

Pension Office

Terms of Reference

Post: Assistant Client Services Associate
Department: Member Services
Post Type: Permanent
(Initial contract shall be for a period of one year. The contract shall be extended or made permanent based on performance, upon successful completion of one year.)

Reporting Relationships

The Assistant Client Services Associate will report to the Head of Member Services.

Overall Responsibilities

The Assistant Client Services Associate is mainly responsible for attending to inquiries, complaints and service requests received to Pension Office through its front office, in writing and via online channels. The Assistant Client Services Associate is also responsible for handling and keeping records of correspondences, applications and other documentation received/dispatched through the front office.

The Assistant Client Services Associate is expected to work closely with all the staff of the Stakeholder Relations Division and other divisions of the Pension Office in providing support to clients.

Specific Duties

- Greet, welcome and attend to inquiries of visitors and walk-in clients.
- Receive, answer and/or direct incoming client related queries to relevant departments.
- Receive application forms and service requests submitted through different channels, review them for accuracy/completeness and provide guidance or relevant information.
- Attend to inquiries, complaints and service requests received through the front office, in writing and via online channels.
- Provide assistance and advice to clients on how to use services provided by Pension Office.
- Establish and maintain relationships with clients by understanding their needs and providing exemplary service and support.
- Maintain current, accurate and up-to-date knowledge regarding client related procedures of the Pension Office.

- Receive, record and direct all physical/digital correspondence and documentation received by the Pension Office to relevant departments.
- Deal with customer grievances in a friendly and helpful manner.
- Provide support and assistance to team members during busy periods.
- Participate in, and provide administrative support to functions and events organized by the Pension Office.
- Carry out any other relevant tasks assigned by the Head of Member Services or the Pension Office management.

Qualifications

- Completion of GCE A' Level or certificate level 4 (MNQF level 4).

Competencies

- Should have excellent communication skills in both Dhivehi and English language.
- Should have the ability to deal with stakeholders of various backgrounds.
- Should be proficient in using basic computer applications.
- Should be able to multitask.
- Should also be able to maintain effective working relationships, and have good communication and situation management skills.