

Job Opportunity

The Maldives National Single Window (MNSW) Project is an initiative designed to streamline international trade procedures for import and export. This forward-thinking project leverages Information and Communication Technology (ICT) to establish a centralized electronic platform. Through this platform, stakeholders can submit standardized information and documents via a single-entry point. The MNSW Project aims to significantly enhance efficiency and transparency in the import and export process. Join us in revolutionizing international trade operations with cutting-edge technology and streamlined processes. The following positions are open for this transformative project:

Post	Senior Customer Service Specialist	Reference	TradeNet-HR/J/2024/09
Location	Male'		
No of positions	02		
Term of Employment	The Duration of the assignment is 1 (one) year from the commencement of work. Contract may 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 4 subjects or Minimum 2 years of experience in a related field 		
Responsibilities	<ul style="list-style-type: none"> ▪ Respond to customer inquiries by phone, email and live chat in a timely and professional manner. ▪ Resolve customer issues efficiently by clarifying customer complaints, determining the cause of the problem and explaining the best solution to solve the issue. ▪ Document call information according to the standard operating procedures. ▪ Escalating complex cases to higher support levels when necessary. ▪ Follow up customer calls, emails, and live chats when necessary. ▪ Maintain a thorough understanding of our products and services in order to better assist customers and provide accurate information ▪ Aim for high levels of customer satisfaction by providing exceptional service and maintaining a customer-centric approach. ▪ Always maintain an optimistic, empathetic and professional approach towards customers. ▪ Work collaboratively with team members and other departments to resolve customer issues and improve service delivery. ▪ Engage in ongoing training and development opportunities to enhance skills and product knowledge. ▪ Comply with communication procedures, guidelines and policies. ▪ Other duties as assigned by the Supervisor / Manager 		
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 25th June 2024 to careers@tradenet.com.mv

- Completed Job Application Form (Attached)
- Passport Size Photo (digital copy)
- Scan of National ID card
- CV
- Valid Police Report
- Scans of educational certificates
- Employment reference letter

Kindly note that only shortlisted candidates will be contacted for an interview.