

## Job Opportunity

<b>Post</b>	Customer Service Representative	<b>Reference</b>	Tradenet-HR/J/2024/13
<b>Location</b>	Addu		
<b>No of positions</b>	3		
<b>Term of Employment</b>	The duration of the assignment is 6 (six) months from the commencement of work. Contract may be extended after performance analysis at the end of the term.		
<b>Remuneration</b>	Based on qualifications and experience		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>● Minimum GCE O' Level pass in 3 subjects</li> </ul>		
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>● Processing, verification, and approval of forms, applications, and requests.</li> <li>● Resolving discrepancies in information in the documents.</li> <li>● Document all information according to standard operating procedures.</li> <li>● Obtaining further information for incomplete documents by contacting customers.</li> <li>● Route calls to appropriate resources</li> <li>● Respond promptly to customer queries.</li> <li>● Provide service information to walk-in customers.</li> <li>● Answer incoming calls and respond to customer emails and live chat.</li> <li>● Follow up on customer calls and live chat where necessary.</li> <li>● Manage and resolve customer complaints.</li> <li>● Complete call logs and reports</li> <li>● Follow communication procedures, guidelines, and policies.</li> <li>● Identify and escalate issues to supervisors/product managers.</li> <li>● Research, identify and resolve customer complaints using applicable software &amp; resources.</li> <li>● Recognize, document, and alert the management team of trends in customer calls.</li> <li>● Ensure customer satisfaction and provide professional customer support.</li> <li>● Other duties as assigned.</li> </ul>		
<b>Desired Skills</b>	<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 14<sup>th</sup> July 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
- Valid police report

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