

TERMS OF REFERENCE (TOR)

Post: Customer Service Representative
Vacancies: 01
Post Type: Permanent
Department: Loan Application Support Department
Reporting to: Manager - Loan Application Support

Key Tasks, Responsibilities, and Deliverables:

- Ensure a friendly and organized atmosphere at the customer front office, ensuring all customers feel welcome and their requirements are addressed promptly.
- Effectively communicate information about the corporation's products and services to customers through the customer front office, email, telephone, and customer portal.
- Review of the basic documentation for applications submitted to the corporation, ensuring accuracy and completeness.
- Handle incoming customer calls received through the call center, directing inquiries to the appropriate departments and ensuring timely responses.
- Monitor and manage customer support requests submitted through the customer portal, ensuring they are attended to and resolved efficiently.
- Address and resolve customer complaints promptly and effectively, striving for customer satisfaction.
- Collect, analyze, and manage customer feedback to identify areas for improvement to enhance customer experience.
- Collaborate with other departments to ensure seamless communication and resolution of customer issues.
- Maintain accurate records of customer interactions, feedback, and resolutions for future reference and analysis.
- Stay updated on the corporation's policies, products, and services to provide accurate information and support to customers.
- Continuously strive to improve customer service processes and procedures to enhance overall customer satisfaction.
- Perform other ad-hoc tasks as assigned by the Supervisor/Manager.

Requirements and Qualifications:

- Certificate 3 in relevant field,
OR
- GCE 'O' Level 5 pass
OR
- GCE 'O' Level 3 pass with 1-year relevant experience.

Other Competencies required:

- Excellent interpersonal and communication skills and ability to interact with customers in a professional manner.

- Experience in the customer service and/or banking or financial services industry would be an added advantage.
- Excellent computer skills, including processing Word documents, spreadsheets, and databases.
- Familiarity with trade, economic development, and the development of the private sector in the Maldives would be an added advantage.
- Experience in the banking or financial services industry would be an added advantage.

Remuneration Package:

- Gross pay: MVR 13,800

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Other benefits:

- Health Insurance as per company policy
- Training and development opportunities

Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).
- Copy of National Identity Card.
- Copies of academic certificates with transcripts (**All international certificates must be accredited by MQA**)
- Reference letters from current/ previous employers certifying type of employment, job roles, and service period.
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link: <https://sdfcmv.aidaform.com/job-application-form-customer-service-representative9> before **30th July 2024, 14:00hours**.

Important notes to applicants:

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link; applications received via email will be rejected.
- Only short-listed candidates will be notified for interview.

For inquiries, please contact us on weekdays between 9:00 am to 14:00 pm via phone at 3026016 / 3026018 or email to careers@sdfc.mv