

## 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                       | Customer Service Specialist  | Reference | Tradenet-HR/J/2024/14 |
| Location                   | Male'  |           |                       |
| No of positions            | 01   |           |                       |
| 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"><li>Minimum GCE O' Level pass in 3 subjects or minimum 1 year experience in a related field</li></ul>  |           |                       |
| Responsibilities           | <ul style="list-style-type: none"><li>Respond to customer inquiries by phone, email and live chat in a timely and professional manner.</li><li>Resolve customer issues efficiently by clarifying customer complaints, determining the cause of the problem and explaining the best solution to solve the issue.</li><li>Document call information according to the standard operating procedures.</li><li>Escalating complex cases to higher support levels when necessary.</li><li>Follow up customer calls, emails, and live chats when necessary.</li><li>Maintain a thorough understanding of our products and services in order to better assist customers and provide accurate information</li><li>Aim for high levels of customer satisfaction by providing exceptional service and maintaining a customer-centric approach.</li><li>Always maintain an optimistic, empathetic and professional approach towards customers.</li><li>Work collaboratively with team members and other departments to resolve customer issues and improve service delivery.</li><li>Engage in ongoing training and development opportunities to enhance skills and product knowledge.</li><li>Comply with communication procedures, guidelines and policies.</li><li>Other duties as assigned by the Supervisor / Manager</li></ul> |           |                       |
| Desired Skills             | <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 21<sup>st</sup> August 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
- Valid Police Report
- Scans of educational certificates
- Employment reference letters

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