

## MANAGER – CUSTOMER SERVICE

### REQUIREMENTS

- Master's degree or Bachelor's in Sales, Marketing, Management or any other relevant field
- Proven 3-5 years of work experience in Customer Service with a similar work scope
- Excellent communication skills both written and spoken in Dhivehi and English
- Strong interpersonal communication skills including spoken, written and presentation skills
- Proficient in Microsoft Office applications

### MAIN RESPONSIBILITIES

- Manage and monitor Customer Service teams and provide guidance to the team
- Improve customer service experience, create engaged customers and facilitate organic growth
- Manage bancassurance operation's servicing component
- Improve quality of customer service being provided
- Support and coordinate with other departments for effective cross-departmental communication and efficiency
- Ensure operational effectiveness and performance

### REMUNERATION & BENEFITS

- Attractive salary based on qualification and experience
- Annual Bonus
- Flexible Leave Arrangement
- Health & Life Insurance Plan
- Third Party Credit Schemes
- Staff Loan Scheme
- Learning & Development

Interested candidates, please apply online by visiting our website; <https://jobs.allied.mv/job>

**Please apply on or before 19 September 2024 — 15:30 hrs.**

Only shortlisted candidates will be called for interview and for more information call us at 1600  
(All prospective employees must pass a background check)