

# Join the Leading Insurer of the Maldives.

## ASSISTANT OFFICER – CUSTOMER SERVICE (SHIFT DUTY – CALL CENTRE)

**Position Type: Permanent (Initial contract shall be for a period of 1 (one) year. The contract shall be renewed as permanent based on performance upon successful completion of one year.)**

### REQUIREMENTS

- IGCSE/GCE O'Level 05 passes or Edexcel Int./GCE A' Level 02 Passes (Grade C and above)
- 2-3 years of work experience in a call centre or customer service support will be a plus
- Computer skills with knowledge of MS Office Applications
- Excellent verbal and written communication skills in Dhivehi and English
- Excellent inter-personal skills and ability to work in a team environment
- Able to work independently and adhere to tight reporting deadline
- Pleasant personality

### RESPONSIBILITIES

- Provide high level of customer services to customers obtaining service from Allied Insurance Call Centre by providing quick and accurate response to customer's queries and requests
- Provide products and service information
- Manage customer accounts and resolve customer complaints
- Promptly attend to inquiries made by customers at the Customer Service
- Provide support and information to other departments

### REMUNERATION & BENEFITS

- Attractive salary based on qualification and experience
- Annual Bonus
- Flexible Leave Arrangement
- Sales Incentive
- 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 24 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)

