



SDFC

**SME Development
Finance Corporation**

Medhuziyaaraiy Magu, Male' 20127

Republic of Maldives

Phone: +960 3306999

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Terms of Reference for Customer Service Representative Grade 1

Post: Customer Service Representative Grade 1

Post Type: Permanent

Reporting relationship: Reporting Operations Manager

Key tasks, responsibilities and deliverables:

- Provide information to potential customers on loan products and services
- Handle customer queries related to the products and offer appropriate solutions
- Resolve customer complaints via phone and email
- Refer complex queries to the credit analysts and Schedule meetings with credit analysts
- Receive customer applications and forward to the Credit team
- Assist credit team by verifying and collecting additional information from the customers
- Work closely with Credit Analysts to ensure proper customer service is being delivered
- Carry out miscellaneous administrative tasks

Requirements

- Diploma/GCE A' Level with minimum 3 passes
- Minimum 1 year of experience in office environment will be an added advantage
- Fluent in written and spoken English and Dhivehi
- Experience in relevant field would be an added advantage
- Should be a proficient user of MS Office software package
- Excellent interpersonal and communication skills and ability to interact with customers in a professional manner

Remuneration package

- Gross pay between MVR 8,000 – MVR 9,000

Working Hours

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

Applications, together with the curriculum vitae (CV/resume, covering letter, supported by two non-related referees should be mailed to (info@sdfc.mv) or submitted before **22nd October 2019** to the address below. Only short-listed candidates will be notified.

**SME Development Finance Corporation
Medhuziyaarai Magu**