

## Terms of Reference

### 1. Post Details:

<b>Post:</b>	Assistant Client Relations Associate
<b>Contract Duration:</b>	Initial contract shall be for a period of 1 (one) year. The contract may be extended for a further 12 (twelve) months, based on performance during the initial contract period and operational needs of the Pension Office.
<b>Department:</b>	Client Relations
<b>Division:</b>	Stakeholder Relations

### 2. Reporting Relationships

The Assistant Client Relations Associate (ACRA) will report to the Manager, Client Relations.

### 3. Overall Responsibilities

The ACRA will mainly be responsible for attending to inquiries, complaints and service requests received to Pension Office through its Contact Centre, front desk, in writing and via online channels. The ACRA will also be responsible for handling and keeping records of correspondences, applications and other documentation received/dispatched through the front desk.

The ACRA is expected to work closely with all the staff of the Stakeholder Relations Division and other divisions of the Pension Office in providing support to clients.

### 4. Specific Duties

- Greet, welcome and attend to inquiries of visitors and walk-in clients.
- Attend to inquiries, complaints and service requests received through the Contact Centre, front desk, in writing and via online channels.
- Provide accurate information, advice and assistance to clients on using the services provided by the Pension Office.
- Accurately enter client information and interaction details into the Customer Relationship Management (CRM) and ticketing system.



- Receive application forms and service requests submitted through different channels, review them for accuracy/completeness and provide guidance or relevant information.
- Receive, record and direct all physical/digital queries, correspondence and documentation received by the Pension to relevant departments.
- Document, track and resolve issues and complaints, and escalate them as per set procedures.
- Ensure follow-up with clients as needed to guarantee issue resolution and client satisfaction.
- Troubleshoot problems reported by clients, identifying solutions and guiding them through step-by-step processes.
- Share insights or challenges encountered during customer interactions with relevant departments to support process improvements and improve the overall service experience.
- Stay up-to-date with relevant policies, procedures, services, events and activities, to provide accurate information to clients.
- Work collaboratively with other team members and departments to resolve issues and improve service efficiency.
- Participate in, and provide administrative support to functions and events organized by the Pension Office.
- Carry out any other relevant tasks assigned by the Department or Division In-Charge.

## 5. Qualifications

- Completion of GCE A' Level or certificate level 4 (MNQF level 4).

## 6. Competencies

- Should have excellent communication skills in both Dhivehi and English language.
- Should have the ability to assist and deal with stakeholders of various backgrounds.
- Should be able to attend to client needs with empathy and active listening skills.
- Should demonstrate a high level of professionalism and courtesy in all client interactions.
- Should be able to multitask and manage time effectively.
- Should be able to manage stress and handle challenging situations.
- Should be a team player and be willing to collaborate to achieve Departmental goals.

Should be proficient in using basic computer applications.

