

Job Title:	Manager, Digital Services	Work Location:	Greater Malé Region
Division:	Commercial	Employment Type:	Full-time
Deadline:	17th June 2026, before 12:00 PM		

Key Responsibilities

- Oversee digital service operations, including call center activities, service requests, inquiries, feedback, and other customer engagement channels across the organization.
- Ensure timely and effective handling of patient and stakeholder requests, coordinating with relevant departments to facilitate resolution and service delivery.
- Monitor service performance and customer experience indicators, ensuring adherence to established service standards and response timelines.
- Oversee the management of escalated or recurring service issues, ensuring appropriate corrective actions are implemented.
- Coordinate with pharmacy, warehouse, and commercial teams to address service-related concerns and enhance responsiveness to patient and stakeholder needs.
- Analyze service trends, customer feedback, and operational data to identify opportunities for service enhancement and process improvement.
- Develop and maintain service standards, procedures, and workflows to support consistent and effective digital service delivery.
- Drive initiatives to improve service accessibility, customer satisfaction, and the overall effectiveness of digital service operations.

Minimum Qualifications and Experience

- Bachelor’s Degree (MQA Level 7 or 8) in Pharmacy, Computer Science or a related discipline, with three (3) to five (5) years of relevant professional experience.;
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- Diploma (MQA Level 5 or 6) in Pharmacy, Computer Science or a related discipline, with six (6) to seven (7) years of relevant professional experience.
- Experience in pharmacy operations, including management of inventory systems, coordination of medication dispensing processes, and ensuring compliance with regulatory standards and operational procedures

Salary & Benefits

- Remuneration between MVR 26,500 – MVR 28,500 based on qualifications and experience
- Other benefits governed by applicable laws and the Corporation’s policies

How to Apply: Interested candidates are invited to submit the following documents via email to hr@statepharma.mv

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| • Updated Curriculum Vitae (CV) | • MQA accredited and attested educational certificates |
| • Copy of National ID Card | • Experience letters and service records |
| • Recent passport-size photograph (soft copy) | |

Please use the subject line: **Manager, Digital Services**
Incomplete applications and applications received after the deadline will not be accepted.

For queries, please contact Human Resources at hr@statepharma.mv