



JOB OPPORTUNITY

Reference Number
MND/PO/J/26/009

Date
10 June 2026

Maldives Innovation
and Digital Company

+960 3335777
info@mindco.mv

G. Niusha, 5th Floor
Lily Magu, Malé 20130
Republic of Maldives

Post	Customer Service Specialist
No of Positions	02
Employment Type	Contractual
Terms of Employment	The duration of the assignment is 1 (one) year from the commencement of work. The contract will be extended after performance analysis at the end of the term.
Location	Fuvahmulah MINDCo- oneGov CC
Remuneration	Based on qualifications and experience

DUTIES & RESPONSIBILITES

- Respond to customer inquiries via phone, live chat and walk in support.
- Handle complaints professionally and escalate issues as needed.
- Maintain detailed and accurate records of customer interactions in Ticketing systems
- Assist with customer feedback analysis to improve service quality.
- Collaborate with team members to analysis to improve service quality.
- Provide product/service information and support to enhance the customer experience of public services.

QUALIFICATION & EXPERIENCE

The ideal candidate must possess the following qualifications and skills:

- **Education:** O’level or currently pursuing a diploma or degree in Business, Communications, or related fields.
- Or**
- **Experience:** Minimum 2 years of experience in customer service-related field.

SKILLS REQUIRED

- Strong communication and interpersonal skills.
- Patience and empathy when interacting with customers.
- Ability to work both independently and as part of a team.
- Good time management and problem-solving abilities.

APPLICATION SUBMISSION

Interested candidates are invited to submit their completed job application form together with an up-to-date CV to careers@mindco.mv no later than 16:00 hrs on 17th June 2026.

ADDITIONAL DOCUMENTS FOR SHORTLISTED CANDIDATES

Please be informed that applicants who are shortlisted will be contacted for an interview and will be required to provide the following documents via email to careers@mindco.mv upon notification:

- A recent passport-size photograph (digital copy)
- A scanned copy of the National ID card
- Scanned copies of educational certificates
- Employment reference letters from previous employers
- Valid police report