

Job Title:	Senior Manager, Customer Service	Work Location:	Greater Malé Region
Division:	Commercial	Employment Type:	Full-time
Deadline:	21st June 2026, before 12:00 PM		

Key Responsibilities

- Manage and supervise daily customer service operations to ensure efficient, timely, and quality handling of customer inquiries and service requests.
- Lead and support the customer service team by assigning tasks, monitoring performance, and ensuring adherence to service standards.
- Manage escalated customer complaints and service issues, ensuring prompt investigation and effective resolution to maintain customer satisfaction.
- Coordinate with procurement, logistics, warehouse, and sales teams to ensure smooth order processing, delivery accuracy, and issue resolution.
- Monitor service performance, customer interactions, and key KPIs to ensure compliance with established procedures and quality standards.
- Analyze customer feedback and service data to identify recurring issues and recommend practical improvements to enhance service efficiency.
- Prepare and maintain regular reports on customer service performance, issues, and operational updates for management review.
- Support staff onboarding, training, and development initiatives to strengthen team capability and improve overall service delivery.

Minimum Qualifications and Experience

- Bachelor's Degree (MQA Level 7 or 8) in Business Administration, Commerce, Marketing, Pharmacy Management, Healthcare Management, 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 Business Administration, Commerce, Marketing, Pharmacy Management, Healthcare Management, or a related discipline, with six (6) to seven (7) years of relevant professional experience.
- Experience in regulated or healthcare-related environments, with an understanding of pharmaceutical operations, compliance requirements, and customer-focused service delivery.

Salary & Benefits

- Remuneration between MVR 26,500 – MVR 30,500 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 careers@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: **Application for Senior Manager, Customer Service**
Incomplete applications and applications received after the deadline will not be accepted.

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