

Job Title:	Assistant Manager, Customer Service	Work Location:	Greater Malé Region
Division:	Commercial	Employment Type:	Full-time
Deadline:	8th July 2026, before 12:00 PM		

Key Responsibilities

- Supervise daily customer service operations to ensure efficient, timely, and high-quality handling of customer inquiries and service requests
- Handle escalated customer complaints and complex service issues, ensuring proper investigation, resolution, and timely follow-up.
- Coordinate with procurement, logistics, warehouse, and sales teams to ensure smooth order fulfilment, delivery accuracy, and resolution of service-related issues.
- Monitor customer service performance and key KPIs, ensuring compliance with established standards and implementing corrective actions where required.
- Analyze customer feedback, complaints, and service data to identify trends and recommend improvements to enhance service quality and efficiency.
- Prepare and review regular customer service performance reports, operational updates, and analysis for management decision-making.
- Lead onboarding, training, and performance development initiatives to strengthen team capability and service standards.
- Ensure consistent application of customer service policies and procedures across all service channels to maintain service quality and compliance standards.

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 four (4) years of relevant professional experience.
- OR
- Diploma (MQA Level 5 or 6) in Business Administration, Commerce, Marketing, Pharmacy Management, Healthcare Management, or a related discipline, with five (5) to six (6) 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 of MVR 23,000
- 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

- | | |
|---|--|
| • 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 Assistant 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