

TERMS OF REFERENCE (TOR)

Announcement No: SMED/HR/IU/2026/22

Post: Customer Service Associate
Vacancies: 01
Post Type: Permanent
Department: Sales and Relationship Management
Reporting to: Relationship Manager

Key Tasks, Responsibilities and Deliverables:

- Handle inbound customer inquiries professionally through multiple channels (phone, email, social media, and chat), focusing on first-contact resolution.
- Maintain detailed and accurate records of all customer interactions in the CRM system.
- Deliver comprehensive product and service information to customers.
- Analyze and resolve customer complaints with empathy and professionalism.
- Execute proper escalation procedures for complex issues while maintaining customer satisfaction.
- Collaborate with other departments to ensure timely resolution of customer issues.
- Contribute to continuous improvement by collecting and sharing customer feedback.
- Participate in regular training sessions to stay current with product knowledge and service standards.

Requirements and Qualifications:

- GCE 'O' level 5 pass, OR,
- Certificate Level 3 in relevant field.

Other Competencies required:

- Strong verbal and written communication skills in both Dhivehi and English.
- Prior experience in a Contact Centre, Customer Service, or Service Industry will be an added advantage.
- Ability to analyze situations and develop effective solutions.
- Strong team player with the ability to work independently.
- Proficiency with CRM software and contact Centre technologies would be an advantage.

**Remuneration:**

- Competitive Salary package.

Other benefits:

- Health Insurance as per company policy.
- Training and development opportunities.

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).
- Copy of National Identity Card.
- Copies of academic certificates with transcripts.
- **All international certificates must be accredited by MQA.**
- Reference letters from current / previous employers certifying type of employment, job roles, and service period.
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link before <https://smedmv.aidaform.com/job-application-form-customer-service-associate2> **13th August 2026, 14:00hours.**

Important notes for applicants:

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only **short-listed candidates will be notified** for an interview.

For inquiries, please contact us on weekdays between 8:30 am to 16:00 pm 1613 or email at careers@smedigital.mv