



JOB OPPORTUNITY

Reference Number

MND/PO/J/26/025

Date

24 August 2026

Maldives Innovation
and Digital Company

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

Post Customer Service Specialist

No of Positions 02

Employment Type Contractual | Full-Time

Terms of Employment This is a one-year assignment from the commencement of work. Contract renewal eligibility requires both the successful completion of probation and a satisfactory annual performance review

Location MINDCo – Fuvahmulah

Working Hours Shift Basis

Remuneration Based on qualifications and experience

PURPOSE OF THE ROLE

The Customer Service Specialist is responsible for delivering accurate, timely and courteous support to customers through telephone, live chat and walk-in channels. The role supports consistent access to public-service information, ensures customer interactions are properly recorded and followed through, and contributes to a professional and customer-focused service environment.

KEY RESPONSIBILITIES

- Respond to customer enquiries through telephone, live chat and walk-in channels in a professional, respectful and timely manner.
- Provide clear and accurate information on applicable public services, processes, requirements, application status and available support channels, using approved knowledge resources and procedures.
- Resolve enquiries at the first point of contact where possible and escalate unresolved, complex, sensitive or technical matters through the approved escalation process.
- Create and maintain complete, accurate and timely records of all customer interactions, actions taken, commitments made, escalations and outcomes in the designated ticketing or customer-support system.

- Monitor assigned and escalated cases, provide customers with appropriate progress updates, and ensure tickets are not closed until the resolution or agreed next step has been properly recorded and communicated.
- Handle complaints with patience, empathy and professionalism; support de-escalation and promptly seek supervisory assistance where required.
- Protect customer information and maintain confidentiality in accordance with organizational policies and applicable requirements.
- Identify recurring enquiries, service gaps, process issues and customer pain points, and report them to the relevant supervisor or manager with sufficient supporting details.
- Support the collection, categorization and analysis of customer feedback to improve service quality, knowledge resources and customer experience.
- Collaborate with colleagues, supervisors, technical teams and relevant service owners to facilitate accurate and timely resolution of customer matters.
- Keep up to date with approved service information, standard operating procedures, knowledge-base updates, notices and operational changes, and participate in required briefings and training.
- Maintain a professional service environment and comply with attendance, roster, workplace conduct, health and safety, and information-security requirements.
- Perform other customer-support duties reasonably assigned by the Customer Service Manager in line with the purpose and level of the role.

SERVICE AND PERFORMANCE EXPECTATIONS

Performance will be assessed against approved organizational targets and standards, including:

- Service quality: courtesy, empathy, professionalism and consistency across all customer interactions.
- Accuracy: correct guidance based on current, approved information and procedures.
- Timeliness: prompt response, appropriate follow-up and compliance with applicable service-level targets.
- Case ownership: effective follow-through on assigned and escalated matters until resolution or formal handover.

- Record quality: complete and accurate tickets, interaction notes, classifications, contact details and resolution records.
- Compliance: adherence to SOPs, escalation protocols, confidentiality requirements, schedules and workplace policies.
- Team contribution: constructive collaboration, participation in training and sharing of recurring issues and improvement opportunities.

REQUIRED QUALIFICATION & EXPERIENCE

- Completed GCE O' Level or an equivalent recognized qualification.
- Applicants currently pursuing or holding a diploma or degree in business, management, communications, customer service or a related field will have an advantage.
- Alternatively, a minimum of two (2) years of relevant customer service, contact-center, helpdesk, front-office or public-facing experience may be considered.
- Previous experience using ticketing, customer relationship management or digital communication systems will be an advantage.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Strong verbal and written communication skills, with the ability to explain information clearly and accurately.
- Customer-focused approach, with patience, empathy, tact and respect for diverse customer needs.
- Good listening, questioning, problem-solving and complaint-handling skills.
- Ability to remain calm and professional when handling difficult, sensitive or high-pressure interactions.
- Ability to organize work, manage time, prioritize cases and follow through on commitments.
- Attention to detail and the ability to maintain accurate records.
- Ability to use computers, office applications, ticketing systems and digital communication tools.
- Ability to learn service procedures and policy updates and apply them consistently.
- Ability to work independently while contributing effectively as part of a team.

- Willingness and ability to work according to a shift roster and changing operational requirements.

APPLICATION SUBMISSION

Interested candidates are invited to submit their completed job application form together with an up-to-date CV to talent@mindco.mv no later than 16:00 hrs on 30th August 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 talent@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

OUR COMMITMENT TO DIVERSITY & INCLUSION:

At MINDCo, we champion an inclusive and respectful workplace where everyone has equal opportunities to thrive. We welcome applications from all qualified individuals, and we strongly encourage women to apply.