**TERMS OF REFERENCE (TOR)**

**Post:**  Customer Service Representative

**Vacancies:** 1

**Post Type:** Full time

 **Reporting to:** Operations Manager

**Key Tasks, Responsibilities and Deliverables:**

* Handle customer queries related to the products and offer appropriate solutions.
* Resolve customer complaints via phone and email.
* Provide information to potential customers on loan products and services.
* Refer complex queries to the Credit Analysts and schedule meetings with credit analysts.
* Receive customer applications and forward to the Credit Department.
* Assist credit team by verifying and collecting additional information from the customers.
* Work closely with Credit Analysts to ensure proper customer service is being delivered.
* Maintaining all records of the customer service.
* Carry out miscellaneous administrative tasks as assigned by organisation.

**Requirements:**

* GCE O’ Level 4 pass including SSC Dhivehi (Minimum C pass) with 6 years’ experience,

or,

* GCE A’ level 3 pass including Dhivehi (minimum C pass), with 3 years’ experience, or,
* Diploma in relevant field.

**Other requirements:**

* Fluent in written and spoken English and Dhivehi.
* Should be a proficient user of MS Office software package.
* Excellent interpersonal and communication skills and ability interact with customers in a professional manner.
* Experience in relevant field would be and added advantage.

**Remuneration Package:**

• Gross pay between MVR 8,000 – MVR 9,000 depending on the qualification and experience.

**Working Hours:**

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

Applications, together with (CV/resume, covering letter, supported by references should be mailed to (info@sdfc.mv) or submitted before, 19th February 2020 14:00hours to the address below. Only short-listed candidates will be notified.

SME Development Corporations (SDFC)

Sakeena Manzil, 3rd Floor,

Medhuziyaarai Magu, Malé