

TERMS OF REFERENCE

Post: Assistant Officer, Customer Engagement.

Reporting Relationship: Director – Customer Relations Management

Gross Salary: MVR 10,750 – MVR 12,700

RESPONSIBILITIES AND DELIVERABLES

1. Handle inbound customer calls professionally and efficiently.
2. Respond to customer inquiries through phone, email, CRM and other communication channels.
3. Log and update customer cases accurately in the CRM system.
4. Return missed calls and conduct customer follow-ups.
5. Provide accurate information and updates to customers based on available records.
6. Escalate unresolved or complex issue to the supervisors.
7. Maintain professionalism and empathy when dealing with frustrated customers.
8. Contribute to achieving response time, call handling and customer satisfaction.

EMPLOYEE SPECIFICATION.

- O' Level 5 Pass with 1 year experience.

SKILLS AND COMPETENCIES

- Customer service excellence.
- Effective verbal communication
- Active listening.
- Telephone etiquette.
- Proficiency in Dhivehi and English language.