

Job Title:	Supervisor, Customer Care (3 Positions)	Work Location:	Greater Malé Region
Division:	Commercial	Employment Type:	Full-time
Deadline:	05th October 2026, before 12:00 PM		

Key Responsibilities

- Supervise daily customer care and call center operations to ensure smooth and efficient service.
- Monitor incoming calls, inquiries, complaints, and service requests, ensuring they are handled promptly and professionally.
- Handle escalated customer complaints and complex inquiries, providing appropriate solutions or referring matters to the relevant department.
- Provide guidance and support to customer service staff to improve communication, product knowledge, and service quality.
- Maintain detailed and accurate records of customer interactions in the CRM system.
- Prepare and maintain reports on call volumes, customer inquiries, complaints, response times, and team performance.
- Identify recurring customer issues and recommend improvements to processes, services, and customer handling procedures.
- Ensure staff follow approved policies, procedures, and customer service standards.
- Support the implementation of customer service initiatives, training programs, and process improvements.
- Perform any other duties assigned by the Management.

Minimum Qualifications and Experience

- Bachelor's Degree (MQA Level 7 or 8) in Business Administration, Customer Service, Communications, or a related discipline with a minimum of three (3) to four (4) years of relevant experience;
- OR
- Diploma (MQA Level 5 or 6) in Business Administration, Customer Service, Communications, or a related discipline, with a minimum of six (6) to seven (7) years of relevant experience.
- Demonstrated experience in handling customer inquiries, complaints, escalations, performance monitoring, customer issue resolution, and service quality improvement.

Salary & Benefits

- Remuneration of MVR 19,000
- 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

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| • Updated Curriculum Vitae (CV) | • MQA accredited and attested educational certificates |
| • Copy of National ID Card | |
| • Recent passport-size photograph (soft copy) | • Experience letters and service records |

Please use the subject line: **Application for Supervisor, Customer Care**

Incomplete applications and applications received after the deadline will not be accepted.

For queries, please contact Human Resources at careers@statepharma.mv