

Job Title:	Call Center Representative	Work Location:	Greater Malé Region
Division:	Commercial	Employment Type:	Full-time
Deadline:	11th October 2026, before 12:00 PM		

Key Responsibilities

- Handle inbound and outbound calls in a professional and courteous manner.
- Resolve customer inquiries, complaints, and issues promptly and effectively.
- Escalate complex issues to the appropriate department or supervisor when necessary.
- Maintain detailed and accurate records of customer interactions in the CRM system.
- Achieve individual and team performance targets, including call handling time and customer satisfaction scores.
- Stay updated on product knowledge, promotions, and company policies to assist customers effectively.
- Collaborate with team members and other departments to ensure seamless customer service.
- Perform any other duties assigned by the Management.

Minimum Qualifications and Experience

- Completion of GCE A'Level with one (1) to two (2) years of relevant office administration or customer support experience.
OR
- Completion of GCE O'Level with two (2) to three (3) years of relevant office administration or customer support experience.
- Understanding of pharmaceutical sales, knowledge of common products, and regulatory compliance will be an added advantage.

Salary & Benefits

- Remuneration of MVR 12,000
- 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 | • Experience letters and service records |
| • Recent passport-size photograph (soft copy) | |

Please use the subject line: **Application for Call Center Representative**

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

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