بسم الله الرحمن الرحيم

MINDCO

JOB OPPORTUNITY

Reference Number

MND/PO/J/26/044

Date

9 November 2026

Maldives Innovation and Digital Company

+960 3335777
info@mindco.mv

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 - oneGov Support Center Male'
Remuneration	Based on qualifications and experience

PURPOSE OF THE ROLE

The Customer Service Representative is responsible for providing professional, accurate and timely face-to-face support to walk-in customers at the Customer Support Service Center. The role involves greeting and screening customers, identifying their service needs, providing guidance, resolving enquiries where possible, managing referrals and escalations, documenting each interaction, and maintaining a safe, respectful and customer-focused service environment.

KEY RESPONSIBILITIES

- Welcome walk-in customers and establish their requests by actively listening, asking relevant questions and confirming essential information before providing guidance.
- Provide clear and accurate information on applicable public services, processes, requirements, application status and available support channels using approved procedures and knowledge resources.
- Assist customers in accessing and navigating relevant digital services and platform
- Resolve enquiries at the first point of contact where possible and escalate unresolved, complex, sensitive or technical matters through the approved process.
- Create and maintain accurate and timely records of customer interactions, actions taken, escalations and outcomes in the designated system.

- Monitor assigned and escalated cases, provide customers with appropriate updates and ensure agreed actions are properly recorded and communicated.

- Handle complaints and difficult situations with patience, empathy and professionalism, seeking supervisory assistance when required.

- Protect customer information and maintain confidentiality in accordance with organizational policies and procedures.

- Identify recurring enquiries, service gaps and customer concerns, and report them to the relevant supervisor or manager.

- Collect and report customer feedback to support improvements in service quality and customer experience.

- Collaborate with colleagues, supervisors, technical teams and service owners to facilitate timely resolution of customer matters.

- Keep up to date with approved service information, SOPs, knowledge resources and operational changes, and participate in required training and briefings.
-
- Maintain a professional, orderly and safe customer service environment while complying with attendance, roster, conduct, health, safety and information-security requirements.

- Perform other customer-support duties reasonably assigned by the Customer Service Manager.

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 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 17th November 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.