بسم الله الرحمن الرحيم

State Pharmaceutical & Medical Supply Corporation Ltd

Reference No: SPMSC-HR-IU-2026-341

Job Title:	Call Center Representative (10 Positions)	**Work Location:**	Hulhumalé
Division:	Commercial	**Employment Type:**	Full-time
Deadline:	**29th November 2026, before 12:00 PM**		

Key Responsibilities

- Handle inbound and outbound calls professionally and courteously, ensuring a positive customer experience.
- Respond to customer inquiries regarding pharmaceutical products, medical supplies, services, orders, deliveries, and other related matters.
- Address and resolve customer complaints, concerns, and service requests promptly and effectively, escalating complex issues to the relevant department or supervisor when necessary.
- Maintain accurate and up-to-date records of customer interactions, inquiries, complaints, follow-ups, and resolutions in the CRM system or other designated records.
- Provide accurate information regarding products, availability, pricing, company policies, procedures, and services to assist customers effectively.
- Achieve individual and team performance targets, including call handling efficiency, response time, service quality, and customer satisfaction.
- 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

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

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