



TradeNet Maldives Corporation Limited
C10472019

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H. Palmeyra, 3rd Floor
Sosun Magu, Male' 20069
Republic of Maldives
TEL: 333 5 777

Job Opportunity

Post	Contact Center Agent (Shift Duty)	Reference	IUL/TMCL-HR/2020/05
No of positions	12		
Term of Employment	Contract basis for 1 year. Contract can be extended after performance analysis at the end of the term.		
Remuneration	MVR 8,000.00 to 10,000.00 , based on qualifications and experience of candidate		
Scope of work	<ul style="list-style-type: none">• Answer incoming calls and respond to customer emails and live chat.• Manage and resolve customer complaints• Identify and escalate issues to supervisors• Provide service information to customers• Research required information using available resources• Research, identify, and resolve customer complaints using applicable software• Process forms and application• Route calls to appropriate resources• Document all call information according to standard operating procedures• Recognize, document, and alert the management team of trends in customer calls• Follow up customer calls, live chat where necessary• Complete call logs and reports• Other duties as assigned.		
Education	<ul style="list-style-type: none">• Minimum O Level pass in 3 subjects or B-Tech graduate		
Desired skills	<ul style="list-style-type: none">• Superior listening, verbal, and written communication skills in Dhivehi and English• Excellent data entry and typing skills• Ability to handle stressful situation appropriately• Pleasant personality with ability to work in teams, and individually delivering results with minimum supervision in challenging circumstances		

Interested applicants please send us your applications with the filled [Job Application Form](#) attached in the announcement, along with a complete CV, copies of educational certificates and copy of NID card before 1230hrs on 18th August 2020 to: careers@tradenet.com.mv

Please make sure to mention the designation you are applying for in the subject of the mail

Only shortlisted candidates will be called for an interview