



TradeNet Maldives Corporation Limited
C10472019

TradeNet Maldives Corporation Limited

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

Job Opportunity

Post	Floor Supervisor - Contact Center (Shift Duty)	Reference	IUL/TMCL-HR/2020/06
No of positions	02		
Term of Employment	Contract basis for 1 year. Contract can be extended after performance analysis at the end of the term.		
Remuneration	MVR 10,000.00 to 15,000.00 , based on qualifications and experience of candidate		
Scope of work	<ul style="list-style-type: none">• Manage a team of contact center agents.• Be available to affect the entirety of the team's operations.• Manage by walking around.• Be visible to answer questions.• Take calls that your agents cannot handle and be available when an agent appears to need assistance.• Monitor queue and track inbound calls.• Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.• Motivate and encourage agents through positive communication and feedback• Recognize, document, and alert the management team of trends in customer calls• Other duties as assigned.		
Education	<ul style="list-style-type: none">• Minimum A Level pass in 2 subjects or Diploma graduate		
Desired skills and work experience	<ul style="list-style-type: none">• Superior listening, verbal, and written communication skills in Dhivehi and English• Ability to handle stressful situation appropriately• Pleasant personality with ability to work in teams, and individually delivering results with minimum supervision in challenging circumstances• Prior experience in managing a team on an organizational level will be an added advantage		

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