



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	Manager, Contact Center	Reference	IUL/TMCL-HR/2020/07
No of positions	01		
Term of Employment	Contract basis for 1 year. Contract can be extended after performance analysis at the end of the term.		
Remuneration	MVR 15,000.00 to 20,000.00 , based on qualifications and experience of candidate		
Scope of work	<ul style="list-style-type: none"> • Determine contact center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analysis; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews. • Maintain and improve contact center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analysis; managing system and process improvement and quality assurance programs . • Accomplish contact center human resource objectives by orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. • Meet contact center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. • Prepare contact center performance reports by collecting, analyzing, and summarizing data and trends. • Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. 		
Education	<ul style="list-style-type: none"> • Diploma graduate, Higher degree in a relevant discipline will be appreciated. 		
Desired work experience and skills	<ul style="list-style-type: none"> • Experience in customer service is required • Proven experience as contact center manager or similar position will be an added advantage • Superior listening, verbal, and written communication skills in Dhivehi and English • Proficient in MS Office and contact center equipment/software programs • Ability to handle stressful situation appropriately • Outstanding interpersonal skills • Excellent organizational and leadership skills with a problem-solving ability 		

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