

Job Opportunity

Post	Contact Centre Agent (Shift Duty)	Reference	IUL/TMCL-HR/2020/12
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	Gross Salary - MVR 9,280.00		
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	Minimum O Level pass in 3 subjects or B-Tech graduate		
Work Experience	Minimum 1 year as a Call Centre Agent or similar designation		
Desired skills	<ul style="list-style-type: none"> • Excellent 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 22nd November 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