

JOB VACANCY

HDC(161)-HR/IU/2020/273
25th November 2020

**Customer Relations Officer
Corporate Affairs, Administration & ICT****MINIMUM QUALIFICATION & REQUIREMENT**

1. Diploma in relevant field (**OR**)
2. A'Level 3 Passes or MNQF Level 4 Qualification in relevant field with 3 years' experience in relevant field.

LOCATION

Fuvahmulah City

OVERALL SCOPE

Responsible to manage and monitor the overall operations of Call Center.

SCOPE OF WORK

- Manage and monitor all activities at the call center on a daily basis.
- Encourage the company policies whilst using product and services.
- Ensure our representatives are equipped to reach their objectives and goals.
- Answer their questions with proper guidance and assist them through challenging calls.
- Ensure all calls are logged and routed to relevant departments for actions.
- Follow up on all actions and call customer for feedback.
- Identify customer concerns /issues and inform supervisor.
- Be up to date on all new guidelines and announcements.
- Monitor call center performance to identify operational problems and solutions.
- Manage filing and data collection.
- Taking part in training and other learning opportunities to expand knowledge of company and position.

JOB SKILLS AND SPECIFICATION

- Exceptional customer service including active listening
- Professional verbal and communication skills (professional phone voice)
- Understanding of company service, product and policies
- Proficiency with computer
- Ability to ask prying question and diffuse tense situation
- Adaptability and accountability

SALARY PACKAGE:

Gross Salary between 12,500.00 to 14,250.00 based on qualification and experience

Application Process:

Send the job application along with your CV, copies of accredited certificates, Job reference letters, Police Report and ID card or Driver's License copy via the link (<https://rb.gv/swgxgp>). For any additional queries please contact to 3355305.

Application Deadline:

Date: 1st December 2020 (Tuesday)

Time: 14:00hrs