

Job Opportunity

Post	Contact Centre Agent (Shift duty, full-time)	Reference	IUL/TMCL-HR/2020/13
No of positions	4		
Term of Employment	Contract basis for 1 year. Contract can be extended upon performance review 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 GCE O' Level pass in 3 subjects or B-Tech graduate		
Work Experience	Minimum 1 year as a Call Centre Agent, Customer Service Representative, or a similar role.		
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 situations appropriately. • Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances. 		

Interested applicants are requested to email us your applications with the completed Job Application Form (attached to the announcement), CV, copy of National ID card, copies of educational certificates and employment reference letters before 1600hrs on 20th December 2020 to: careers@tradenet.com.mv

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

Only shortlisted candidates will be called for an interview.