

## TERMS OF REFERENCE (TOR)

**Post:** Customer Service Representative  
**Vacancies:** 01  
**Post Type:** Full time  
**Department:** Credit Department  
**Reporting to:** Assistant Manager - Customer Service

### Key Tasks, Responsibilities and Deliverables:

- Handle customer queries related to the products and offer appropriate solutions.
- Resolve customer complaints via phone and email.
- Provide information to potential customers on loan products and services.
- Refer complex queries to the Credit Analysts and schedule meetings with credit analysts.
- Receive customer applications and forward to the Credit Department.
- Assist credit team by verifying and collecting additional information from the customers.
- Work closely with Credit Analysts to ensure proper customer service is being delivered.
- Maintaining all records of the customer service.
- Carry out miscellaneous administrative tasks as assigned by organization.

### Job Requirements:

- GCE 'A' Level minimum two 'C' pass and SSC Dhivehi pass with 1 year' relevant experience. OR,
- GCE 'O' Level minimum three 'C' pass and SSC Dhivehi pass with 3 years relevant experience.
- Should be a proficient user of MS Office software package.
- Strong analytical, problem-solving and decision-making skills.
- Excellent interpersonal and communication skills and ability interact with customers in a professional manner.

### Remuneration Package:

- Gross pay between MVR 12000 – MVR 13000 depending on the Qualification and Experience.

### Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Applications, together with (CV/resume, copy of academic certificates, Copy of National ID card, reference letters from current/previous employers supported by nonrelated referees should be submitted using the link <https://sdfcmv.aidaform.com/job-application-form-customer-service-representative> before 11<sup>th</sup> July 2021, 14:00hours. Only short-listed candidates will be notified.