

**JOB VACANCY**

HDC(161)-A/IU/2021/376  
12<sup>th</sup> August 2021

**Call Center Representative  
Corporate Affairs, Administration & ICT****MINIMUM QUALIFICATION & REQUIREMENT**

1. A'Level 3 Passes (**OR**)
2. O'Level 5 Passes (Including English & Dhivehi) with 2 years of experience in relevant filed.

**LOCATION**

Fuvahmulah City

**OVERALL SCOPE**

Providing a substantial platform to customers and communicate with them in a professional and inured manner in order to enable the company to enhance its larger strategic vision and common business objectives including customer retention, efficiency and problem resolving by ensuring its strong customer base.

**SCOPE OF WORK**

- Handling customer inquiries, complaints and other issues respectfully and professionally
- Responding efficiently and accurately to customers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Utilizing software, databases, scripts, and tools appropriately.
- Manage and update customer database with the status of each caller.
- Ensuring the cases are attended on a daily basis.
- Building customer royalty by follow-up calls.
- Evaluate documents and report feedbacks and concerns to improve the service.
- Understanding and striving to provide consistent customer service.

**JOB SKILLS AND SPECIFICATION**

- Fluent in English and Dhivehi language.
- Exceptional customer service skills 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 of MVR 13000.00

**Application Process:**

Send the 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/3phpdp>). For any additional queries please contact to 3353535.

**Application Deadline:**

**Date: 19<sup>th</sup> August 2021 (Wednesday)**

**Time: 14:00hrs**