

Job Opportunity

Post	Manager, Contact Centre	Reference	TradeNet-CS/J/2021/21
Location	Male'		
Term of Employment	Duration of the assignment is 1 (one) year from the commencement of the work. Contract can be extended after performance analysis at the end of the term.		
No of positions	01		
Remuneration	Based on qualification and experience		
Scope of Work	<p>We are looking for a skilled Contact Centre Manager to supervise daily operations and personnel aiming for maximum efficiency and cost-effectiveness. You will also ensure that technology is utilized to a maximum and that staff are well-organized and productive.</p> <p>Contact Centre Manager must be an organized, reliable and results-driven professional. Must have a practical mind to solve problems on the spot partnered with an ability to see the "big picture" and make improvements. As a Contact Centre Manager, you must also have excellent customer service and communication skills.</p>		
Qualification	<ul style="list-style-type: none"> Diploma graduate, Higher degree in a relevant discipline. 2+ years of experience in a related field 		
Desired work experience and skills	<ul style="list-style-type: none"> Proven experience as Contact Centre manager or similar position Experience in customer service is required Knowledge of performance evaluation and customer service metrics Solid understanding of reporting and budgeting procedures Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.) Proficient in MS Office and call Centre equipment/software programs Outstanding communication and interpersonal skills Excellent organizational and leadership skills with a problem-solving ability Positive and patient 		
Responsibilities	<ul style="list-style-type: none"> Develop objectives for the contact Centre's day-to-day activities Conduct effective resource planning to maximize the productivity of resources (people, technology etc.) Collect and analyze call-Centre statistics (costs, customer service metrics etc.) Assume responsibility of budgeting and tracking expenses Coach and provide training to personnel to maintain high customer service standards Monitor and improve, phone handling and other procedures Evaluate performance with key metrics (accuracy, call-waiting time etc.) Prepare reports for different departments or senior management 		

Interested applicants are requested to email us your applications with the following documents before 1600hrs on 16th September 2021 to careers@tradenet.com.mv

- Completed Job Application Form (<https://tradenet.com.mv/applicationform>)
- CV
- Scan of National ID card
- Scans of educational certificates
- Employment reference letters
- Police Report