

Job Opportunity

Post	Manager, Contact Centre	Reference	TradeNet-CS/J/2021/28
Location	Fuvahmulah		
Term of Employment	1 (one) year from the commencement of the work. Possible extension after performance analysis at the end of the term.		
No of positions	02		
Remuneration	Based on qualification and experience		
Scope of Work	<p>We are looking for skilled candidates to manage the Contact Centre; to supervise daily operations and personnel aiming for maximum efficiency and cost-effectiveness. He/she 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. The candidate must also have excellent customer service and communication skills.</p>		
Qualification	<ul style="list-style-type: none"> • Graduate degree in a business-related discipline. • 3+ years of experience in a related field 		
Desired work experience and skills	<ul style="list-style-type: none"> • Proven experience in Customer care or similar position • Knowledge of performance evaluation and customer service metrics • Well versed in new technology • Outstanding communication and interpersonal skills • Excellent organizational and leadership skills with a problem-solving ability • Positive and patient • Willing to work extra hours • Dynamic and open to deal with clients/customers directly in solving critical issues 		
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 05th October 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