

## Job Opportunity

<b>Post</b>	Contact Centre Agent	<b>Reference</b>	TradeNet-CS/J/2021/31
<b>Location</b>	Male'		
<b>Term of Employment</b>	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.		
<b>Remuneration</b>	Based on qualification and experience		
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Answer incoming calls and respond to customer emails and live chat.</li><li>• Manage and resolve customer complaints</li><li>• Identify and escalate issues to supervisors</li><li>• Provide service information to customers</li><li>• Research required information using available resources</li><li>• Research, identify, and resolve customer complaints using applicable software</li><li>• Process forms and application</li><li>• Route calls to appropriate resources</li><li>• Document all call information according to standard operating procedures</li><li>• Recognize, document, and alert the management team of trends in customer calls</li><li>• Follow up customer calls, live chat where necessary</li><li>• Complete call logs and reports</li><li>• Other duties as assigned.</li></ul>		
<b>Qualification</b>	<ul style="list-style-type: none"><li>• Minimum GCE O' Level pass in 3 subjects <b>or</b> B-Tech graduate <b>or</b> MNQF Level 3 certificate</li></ul>		
<b>Work Experience</b>	<ul style="list-style-type: none"><li>• Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.</li></ul>		
<b>Desired Skills</b>	<ul style="list-style-type: none"><li>• Excellent listening, verbal, and written communication skills in Dhivehi <b>and</b> English.</li><li>• Excellent data entry and typing skills.</li><li>• Ability to handle stressful situations appropriately.</li><li>• Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances.</li></ul>		

Interested applicants are requested to email us your applications with the following documents before 1600hrs on 20<sup>th</sup> October 2021 to [careers@tradenet.com.mv](mailto: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