

Job Opportunity

Post	Customer Service Representative	Reference	TradeNet-CS/J/2021/33
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.		
Remuneration	Based on qualification and experience		
Responsibilities	<ul style="list-style-type: none">• Serves customers by providing product and service information• Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.• Maintaining a positive, empathetic, and professional attitude toward customers at all times.• Responding promptly to customer queries.• Processing forms, applications, and requests.• Ensure customer satisfaction and provide professional customer support.• Follow communication procedures, guidelines and policies		
Qualification	<ul style="list-style-type: none">• Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate		
Work Experience	<ul style="list-style-type: none">• Minimum 1-year experience as a Customer Service Representative, or a similar role is preferable.		
Desired Skills	<ul style="list-style-type: none">• Excellent listening, verbal, and written communication skills in Dhivehi and English.• Excellent data entry and typing skills.• Ability to handle stressful situations appropriately.• Customer orientation and ability to adapt/respond to different types of characters• Ability to multitask, prioritize and manage time effectively• Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances.		

Interested applicants are requested to email us your applications with the following documents before 1600hrs on 20th 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