

## JOB VACANCY

HDC(161)-HRM/IU/2021/528  
13<sup>th</sup> October 2021

### **Customer Relations Representative** **Corporate Affairs, Administration & ICT Department**

#### **MINIMUM QUALIFICATION & REQUIREMENT**

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

#### **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**

- Serve as the face of the company, offering friendly service to those entering the building.
- Handle customer inquiries, complaints and other issues respectfully and professionally.
- Receiving and recording incoming documents/ mails.
- Ensuring all emails are received and attended.
- Communicate and coordinate effectively with internal departments.
- Archive all incoming documents to the system, preparation of delivery sheets and timely distribution of documents/mails to relevant departments.

#### **JOB SKILLS AND SPECIFICATIONS**

- Exceptional customer service skills including active listening.
- Fluent in English and Dhivehi language.
- Should be effectual communicator verbally as well as through writing skills.
- Should be able to work as an individual and as a flexible team player.
- Should be able to priorities tasks and manage one's own time effectively.
- Strong interpersonal skills.

#### **SALARY PACKAGE:**

Gross Salary of MVR. 13,000.00  
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#### **Application Process:**

Send the job 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.gy/zelwvf>). For any additional queries please contact to 3353535.

**Application Deadline:**

**Date: 20<sup>th</sup> October 2021 (Wednesday)**

**Time: 14:00hrs**