



Ref No: HDFC/IU/2017/19

August 7, 2017

## CAREER OPPORTUNITY

Housing Development Finance Corporation (HDFC) PLC, established in January 2004, is the only specialized housing finance institution in the Maldives. HDFC is a privatized company with International Shareholders represented by International Finance Corporation (IFC of World Bank Group), Asian Development Bank and HDFC Investments Ltd. of India, jointly holding 51% of shares. HDFC is committed to creating a sustainable Home Mortgage program to fulfill the growing housing needs in the Maldives with a Quadruple Bottom Line of People, Planet, Principles of client protection and Profit. Our mission is to offer financial and social strength to all Maldivian citizens by providing home finance and other savings and investment products managed professionally and profitably to the highest standards, and to the complete satisfaction of all stakeholders.

In accordance with our business plans, HDFC PLC has a vacancy for the right candidate who can provide support to the ADMIN Team of the company in the capacity of a Customer Care Officer.

**Job Title: CUSTOMER CARE OFFICER**

**Major Responsibilities:-**

Overall responsibilities include delivery of Services to Customer's on HDFC Loan products and deliver comprehensive support for the day to day operations.

**Required Qualification & Experience**

- Diploma or GCE A'Level (03 Passes)
- Ability to deliver effective results, meet deadlines for targets
- Should be an effectual communicator verbally as well as through writing skills
- Ability to work under pressure
- Good people skills
- Competent with General Office Software
- Work experience in a similar field would be an advantage.

**Salary**

- Negotiable commensurate with qualifications and experience

**Other Benefits**

- Health Insurance Package
- Service allowance
- Fixed monthly Cost of Living Allowance

**Term of Contract:** 12 months (Renewable subject to performance review)

In general, all candidates should demonstrate a high level of integrity and good character. The ideal candidate would be an enthusiastic and excellent team player with motivational skills and possess a pleasant disposition. He or She should be appropriately attired at all times and be extremely presentable with an unblemished track record of ethical conduct.

Interested candidates are requested to submit application (downloadable website: [www.hdfc.com.mv](http://www.hdfc.com.mv)) with CV, copy of ID card, copies of attested educational certificate and other supporting documents on or before August 15, 2017, 2:30 pm. Only shortlisted candidates will be contacted for interview

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