

JOB VACANCY

HDC(161)-HRM/IU/2021/648
30th December 2021

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

MINIMUM QUALIFICATION & REQUIREMENT

- A'Level 3 Passes (**OR**)
- 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

REQUIRED DOCUMENTS

- Accredited certificates,
- Job reference letters
- NID card or Driver's License
- Police Report

Apply via: <https://jobs.hdc.com.my>

Deadline: 06th January 2022, 14:00hrs

For Further Information: 3353535 or call center hotline: 1516