

Job Opportunity

Post	Contact Centre Agent	Reference	TradeNet-HR/J/2022/08
Location	Male'		
No of positions	02		
Term of Employment	Duration of the assignment is 1 (one) year from the commencement of work. Contract can be extended after performance analysis at the end of the term.		
Remuneration	Based on qualification and experience		
Qualification & Experience	<ul style="list-style-type: none">• Minimum GCE O' Level pass in 3 subjects or B-Tech graduate or MNQF Level 3 certificate• Minimum 1-year experience as a Call Centre Agent, Customer Service Representative, or a similar role is preferable.		
Responsibilities	<ul style="list-style-type: none">• Answer incoming calls and respond to customer emails and live chat.• Manage and resolve customer complaints• Identify and escalate issues to supervisors• Provide service information to customers• Research required information using available resources• Research, identify, and resolve customer complaints using applicable software• Process forms and application• Route calls to appropriate resources• Document all call information according to standard operating procedures• Recognize, document, and alert the management team of trends in customer calls• Follow up customer calls, live chat where necessary• Complete call logs and reports• Other duties as assigned.		
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.• 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 1600 hrs on 13th March 2022 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