

Job Opportunity

Post	Customer Service Representative	Reference	TradeNet-HR/J/2022/14
Location	Male'		
No of positions	03		
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. • 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. • Identify and escalate issues to supervisors • Research, identify, and resolve customer complaints using applicable software • 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 • Responding promptly to customer queries. • Processing forms, applications, and requests. • Ensure customer satisfaction and provide professional customer support. • Follow communication procedures, guidelines and policies • Maintaining a positive, empathetic, and professional attitude toward customers at all times. • 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 1400 hrs on 28th April 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

Kindly note that only shortlisted candidates will be contacted for interview.