

SENIOR OFFICER – CUSTOMER SERVICE (CALL CENTRE)

Requirements

- Minimum Advanced Diploma in Business Administration or related field
- Proven experience as Call Center supervisor or similar supervisory position
- Experience in customer service is essential
- Computer skills with knowledge of MS Office Applications
- Excellent verbal and written communication skills in Dhivehi and English
- Excellent inter-personal skills and ability to work in a team environment
- Able to work independently and adhere to tight reporting deadline
- Pleasant personality

Key Responsibilities

- Monitor team performance to ensure Call Centre goals are met and supports service quality and training efforts
- Monitor calls for quality control and improvement
- Plan, schedule and manage shift duty
- Conduct performance evaluation and prepare necessary performance reports

Remuneration & Benefits

- Attractive salary based on qualification and experience
- Annual Bonus
- Flexible Leave Arrangement
- Sales Incentive
- Health & Life Insurance Plan
- Third Party Credit Schemes
- Staff Loan Scheme
- Learning & Development

Interested and qualified candidates please apply in writing along with Job Application Form, Job Letter, ID card copy, CV and copies of relevant certificates to:

Allied Insurance Company of the Maldives Pvt. Ltd.
Allied Building, 3rd Floor, Chaandhane Magu,
Male', 20156,
Maldives

☎ 1600
☎ 332 5035
✉ jobs@allied.mv
🌐 www.allied.mv

- Application form available on our website

- Applications with inaccurate information, which do not meet the above requirements, and which are incomplete will be disqualified.

Deadline 17 May 2022 | Before: 15:30 Hrs

**Preference will be given for applicants who have completed 14 days after administering 2nd dose of Covid-19 vaccine
Only shortlisted candidates will be called for interview and for more information call us at 1600**

(All prospective employees must pass a background check)

