

## Job Opportunity

|                                       |   |                  |                       |
|---------------------------------------|---|------------------|-----------------------|
| <b>Post</b>                           | Customer Service Representative   | <b>Reference</b> | TradeNet-HR/J/2022/18 |
| <b>Location</b>                       | Male'   |                  |                       |
| <b>No of positions</b>                | 15  |                  |                       |
| <b>Term of Employment</b>             | 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.   |                  |                       |
| <b>Remuneration</b>                   | Based on qualification and experience   |                  |                       |
| <b>Qualification &amp; Experience</b> | <ul style="list-style-type: none"> <li>• Minimum GCE O' Level pass in 3 subjects</li> </ul>   |                  |                       |
| <b>Responsibilities</b>               | <ul style="list-style-type: none"> <li>• Verification and approval of forms, applications, and requests.</li> <li>• Resolving discrepancies in information in the documents.</li> <li>• Obtaining further information for incomplete documents by contacting customers.</li> <li>• Identify and escalate issues to product managers</li> <li>• Route calls to appropriate resources</li> <li>• Document all information according to standard operating procedures</li> <li>• Responding promptly to customer queries.</li> <li>• Ensure customer satisfaction and provide professional customer support.</li> <li>• Follow communication procedures, guidelines, and policies</li> <li>• Maintaining a positive, empathetic, and professional attitude toward customers at all times.</li> <li>• Other duties as assigned</li> </ul> |                  |                       |
| <b>Desired Skills</b>                 | <ul style="list-style-type: none"> <li>• Excellent listening, verbal, and written communication skills in Dhivehi and English.</li> <li>• Excellent data entry and typing skills.</li> <li>• Ability to handle stressful situations appropriately.</li> <li>• Pleasant personality with ability to work in teams, and individually, delivering results with minimum supervision in challenging circumstances.</li> </ul>  |                  |                       |

Interested applicants are requested to email us your CV before 1600 hrs on 03<sup>rd</sup> July 2022 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)