



Terms of Reference

1. Post Details

Post:	Manager, Client Relations
Department:	Client Relations Department
Post Type:	Permanent Contract
Contract Duration:	Initial contract period shall be 1 (one) year. The contract may be extended or made permanent based on performance, upon successful completion of one year.

2. Reporting Relationships

The Manager, Client Relations will report to the Director or Division In-charge.

3. Overall Responsibilities

The Manager, Client Relations will be responsible for the development, leadership, and management of the Client Relations Department. The role involves setting clear objectives for the client relations team, developing processes, and ensuring the delivery of a seamless client experience. The position also requires the development of long-term client satisfaction initiatives, analyzing key metrics, and promoting a client-centric culture across the organization.



Maldives Pension Administration Office

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4. Specific Duties

- Develop, implement and review policies and procedures related to the Client Relations Department.
- Lead, mentor, and manage a team of client service representatives and support staff.
- Champion client-centric service across all departments to ensure alignment with the client service strategy.
- Conduct regular performance evaluations and provide coaching to staff to improve service quality.
- Oversee recruitment, onboarding, and continuous training programs to build a high-performing client service team.
- Ensure the client service team handles all client queries, complaints, and feedback promptly, professionally, and with a solution-oriented mindset.
- Develop and monitor client service KPIs to assess and improve performance.
- Implement tools and technologies to enhance service delivery.
- Collect, analyze, and report on client service data.
- Use data insights to identify trends and areas for improvement in service processes.
- Prepare and present monthly/quarterly reports to senior management on key performance metrics and customer satisfaction scores.
- Lead initiatives to continually improve service.
- Monitor industry trends and innovations in customer service to implement best practices.
- Ensure that Client feedback is incorporated into product and service improvements.



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- Collaborate with internal teams to ensure consistent service standards.
- Act as the primary point of contact for escalated client issues and manage complex customer relationships.
- Provide continuous feedback to staff and recommend improvements.
- Contribute to the development of strategic plans, work plans and annual budget.
- Represent the Pension Office in external events related to Client Services.
- Participate in and contribute to events and awareness activities of the Pension Office.
- Carry out any other relevant duties and responsibilities assigned by the supervisor or the Pension Office Management.

5. Qualifications and Experience

- A Master's Degree or equivalent professional qualification (MNQF Level 9), with a minimum of 2 years of professional work experience at managerial level in the field of customer service or client relations.

OR

- A Bachelor's Degree or equivalent professional qualification (MNQF Level 7), with a minimum of 4 years of professional work experience at managerial level in the field of customer service or client relations.

Note: Preference may be given to candidates with prior experience in managing a contact center.



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6. Desired Competencies

- Demonstrated ability to lead and inspire a team to achieve high performance.
- Strong commitment to understanding and meeting the needs of customers.
- Ability to develop and implement a long-term vision for the Client Relations Department.
- Ability to manage conflict and resolve client related issues efficiently and effectively.
- Proficiency in analyzing data and using insights to improve processes and service levels.
- Excellent verbal and written communication skills to effectively convey information to staff, clients, and management.
- Familiarity with customer service software and tools, including CRM systems and data reporting tools.



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