

Terms of Reference

Post: Assistant Client Relations Officer

Post Type: Full time

Department: Client Relations Department

Division: Stakeholder Relations Division

Reporting Relationships

The Assistant Client Relations Officer (ACRO) will report to Manager, Client Relations.

Overall Responsibilities

The ACRO will work at the MPAO Front Office (reception) and assist with all the administrative and day to day works related to client relations and support.

The ACRO is expected to work closely with all the staff of the Stakeholder Relations Division and Operations Division in providing support to clients and pensioners.

Specific Duties

- Attend to queries of visitors and walk-in clients.
- Receive, answer and/or direct incoming client related queries via letters, emails, and phone calls.
- Establish and maintain relationships with clients by understanding their needs and providing exemplary service and support.
- Maintain a current, accurate and up-to-date knowledge regarding client related procedures of MPAO.
- Receive and direct all physical correspondence and documentation received by MPAO.
- Assist in data entry and filing of pension application forms and other application forms related to services provided by MPAO.
- Participate in, and provide administrative support to functions and events organized by Stakeholder Relations Division and other divisions of MPAO.
- Carry out any other relevant tasks assigned by the Manager, Client Relations or MPAO management.

Qualifications / Work Experience

- A minimum of three “C” passes in GCE A’ Level examinations, and a “C” pass in Dhivehi Language in the Higher Secondary Certificate (HSC) examinations.
- A minimum 1 year of work experience in a relevant area.
- Proficient in using computer application and Microsoft Office software package.
- Fluency in Dhivehi and English language.

Competencies

- Should have excellent communication skills in both Dhivehi and English language, with the ability to deal with stakeholders with various backgrounds and also the ability to effectively deal with difficult clients.
 - Should be a proficient user of the Microsoft Office software package, specially Microsoft Word and Excel, and should have Thaana typing skills.
 - Should be able to multi-task and handle tasks simultaneously.
 - Should be highly organized and be able to work positively and constructively within high pressure environments.
 - Should be able to work in teams, as well as handle assigned tasks individually.
 - Should also be able to maintain effective working relationships, respond well to stress, and have good communication and situation management skills.
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