

Terms of Reference

Post:	Client Relations Officer
Post Type:	Full time
Department:	Client Relations Department
Division:	Stakeholder Relations Division

Reporting Relationships

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

Overall Responsibilities

The CRO will assist with all the administrative and day to day works related to client relations and support.

The CRO 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

- Providing help and advice to customers using MPAO's products or services.
- Establish and maintain relationships with clients by understanding their needs and providing exemplary service and support.
- Communicating courteously with customers by telephone, email, letter and face to face.
- Assist in keeping accurate records of discussions or correspondence with customers.
- Assist in data entry and filing of pension application forms and correspondences received by MPAO.
- Supervise activities of MPAO front Office/Contact Center and report to Manager Client Relations on a regular basis.
- Prepare quality check reports of Front Office and Contact Center
- Participate in, and provide administrative support to functions and events organized by Stakeholder Relations Division and other divisions of MPAO.
- Maintain accurate and up-to-date knowledge regarding client related procedures of MPAO.

- Carry out any other relevant task assigned by the Manager, Client Relations or MPAO management.

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 also be able to maintain effective working relationships, respond well to stress, and have good communication and situation management skills.

Qualifications / Work Experience

- A minimum of Diploma / Adv. Diploma or equivalent professional qualification in Business Management, Marketing or Customer Service Management.
 - A minimum 2 year of work experience in client relations/customer service, preferably in a supervisory role.
 - Proficient in using computer application and Microsoft Office software package.
 - Fluency in Dhivehi and English language.
-