

Terms of Reference

Post: Assistant Client Relations Officer

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 main responsibility of an ACRO will be mainly working at the MPAO Contact Centre, and is expected to respond to queries received from clients via phone and in writing, and provide them with proper guidance and assistance. He/she will be responsible to ensure that all queries received from clients are attended to in an efficient and timely manner.

The ACRO is expected to work closely with other staff of the MPAO Contact Centre, as well as staff from the Stakeholder Relations Division and Operations Division in providing support to clients.

Specific Duties

- Maintain a current, accurate and up-to-date knowledge regarding client related and other relevant procedures of MPAO.
- Monitor, manage and attend to inquiries and complaints received via phone or in writing to set service standards of MPAO.
- Provide assistance and advice to clients on how to use services provided by MPAO.
- Keep accurate records of discussions or correspondence with clients.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions and unintentional disconnects.
- Deal with difficult clients in a friendly and helpful manner. Understand the importance of listening to clients' problems and the use of empathy when dealing with difficult customers.
- Attending to phone calls in a professional manner and with a positive attitude. Proper telephone etiquette must be used to satisfy various situations.

- Monitor and respond appropriately to statements and comments received via social media regarding services provided by MPAO.
- Forward calls to respective departments or staff wherever necessary, in an accurate manner.
- Provide support and assistance to team members during busy periods.
- Provide support and assistance to departments of Stakeholder Relations Division and Operations Division in customer service roles.
- 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 task assigned by the Manager, Client Relations or by the MPAO management.

Competencies

- Should have excellent communication skills in both Dhivehi and English languages, with the ability to deal with customers with various backgrounds and also the ability to effectively deal with difficult customers.
- Should also be able to maintain effective working relationships, respond well to stress, and have good communication and situation management skills.
- Should be a proficient user of the Microsoft Office software package.
- 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.

Qualifications / Work Experience

- A minimum of three “C” passes in GCE A’ Level examination, along with a C pass in Dhivehi Language in HSC examination. Preference will be given to candidates with a Diploma in the field of Marketing, Communications or Sales and Marketing.
- A minimum 1 year of work experience in customer services or customer relations, or any other relevant area. Preference will be given to candidates with experience in working at a call center.
