

## Terms of Reference- Assistant Client Relations Officer

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### Terms of Reference- Assistant Client Relations Officer

#### 1. Introduction

**Post:** Assistant Client Relations Officer

**Post Type:** Contract-based, (12 months)

**Classification:** Assistant Officer, Gr1

**Rank:** OP1

**Duration:** Fixed Contract period of 12 months

**Department:** Member Services

**Division:** Corporate Affairs and Public Relations

#### 2. Reporting Relationships

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

#### 3. Overall Responsibilities

The Assistant Client Relations Officer will work at the MPAO Front Office (reception) and assist with all administrative and day to day work related to client relations and support.

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

#### 4. Specific Duties



- Attend 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 to other relevant departments.
- Assist in data entry.
- Create tickets for all documents received to reception.
- Emailing of all the forms received to the Pension Office reception, to the official Pension Office email address.
- Initiate Data entry of all MRPS registration forms received to reception.
- 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 the Corporate Affairs and Public Relations Division and other divisions of MPAO.
- Carry out any other relevant tasks assigned by the Manager, Member Services or MPAO management.

## 5. Desired Skills and 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.

## 6. Qualifications and 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 and Computer Literate.
- A minimum of 1 year of work experience in a relevant area.
- Proficient in using computer applications and Microsoft Office software package.
- Fluency in Dhivehi and the English language.

