

Ref. Number: 60-HRD/2025/60

Date: 27.02.2025

JOB OPPORTUNITY

Evolve your career with State Trading Organization Plc.

Position Name	Call Centre Agent
No. of Position	1
Worksite / Department	STO Call Centre (S.Feydhoo) / Corporate Marketing Communications
Salary & Benefits	<ul style="list-style-type: none"> • Net Salary Range: MVR 10,000 – 12, 500 • Overtime and extra working days allowance • Health insurance will be provided after probation • Staff privilege program
Job Responsibilities	<ul style="list-style-type: none"> • Attend all inbound calls or clients courteously and respond to inquiries in a timely manner • Following call 'scripts' when handling different topics • Identifying clients' needs, clarifying information, researching every issue and providing solutions • Keep records of all conversations in call center database in a comprehensible way • Completing call notes or client queries by communicating and coordinating with internal departments
Required Qualifications	<ul style="list-style-type: none"> • 5 O'level passes including Dhivehi or Islam
Preferred Requirements	<ul style="list-style-type: none"> • 1 year work experience in a related field • Should have knowledge in using Microsoft Office software
Deadline	6 th March 2025, 1230hrs
How to Apply	<p>Interested candidates please apply online through our job portal https://sto.mv/careers</p> <p>To Process the application, we require necessary documents</p> <p>You can contact us on 3012404</p>