

Ref. Number: 60-HRD/2025/226

Date: 03.08.2025

## JOB OPPORTUNITY

Evolve your career with State Trading Organization Plc.

Position Name	<b>Client Support Officer</b>
No. of Position	1
Worksite / Department	Medical Service Office / Healthcare Solutions
Salary & Benefits	<ul style="list-style-type: none"> <li>• Net Salary Range: MVR 12,000 – 13,500</li> <li>• Overtime and extra working days allowance</li> <li>• Health insurance will be provided after probation</li> <li>• Staff Privilege Program</li> </ul>
Job Responsibilities	<ul style="list-style-type: none"> <li>• Act as the primary point of contact for B2B clients regarding order inquiries, service requests, and general support.</li> <li>• Address and resolve client concerns in a timely and professional manner.</li> <li>• Coordinate with internal stakeholders to ensure client needs are met efficiently.</li> <li>• Maintain accurate and up-to-date records of client communications and transactions.</li> <li>• Processing client purchase orders, quotations, and confirmations.</li> <li>• Follow up with clients on pending quotations and ensure orders are fulfilled</li> <li>• Collaborate with the logistics and warehouse teams to track and coordinate order deliveries.</li> <li>• Manage price lists, client agreements, and contract documentation.</li> <li>• Preparation and submission of tenders and bid documents when required.</li> <li>• Follow up on delivery notes and ensure proper documentation is collected from clients.</li> <li>• Track and report on the status of pending and dispatched invoices.</li> <li>• Coordinate with stakeholders to ensure timely dispatch of invoices.</li> <li>• Generate regular reports on client activities, sales performance, and order status.</li> <li>• Respond to client complaints or issues, ensuring timely resolution through internal coordination.</li> <li>• Maintain strong, ongoing relationships with key clients to build trust and encourage repeat business.</li> <li>• Review and verify incoming purchase orders for accuracy and alignment with contracts.</li> <li>• Follow up on partially delivered orders and back orders to ensure fulfillment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor expiring contracts and initiate client engagement for renewal or extension.</li> <li>• Attend to walk-in customers at wholesale cash counter.</li> <li>• Handle cash, card, and online payments and reconcile daily cash collections.</li> </ul>
Required Qualifications	<ul style="list-style-type: none"> <li>• 5 Pass in O Level</li> </ul>
Preferred Requirements	<ul style="list-style-type: none"> <li>• Should have knowledge in using Microsoft Office software</li> <li>• Basic understanding of sales and commercial processes</li> <li>• Strong communication and interpersonal skills</li> <li>• Proficient in billing systems and enterprise resource planning (ERP) platforms, with prior experience in SAP considered an advantage</li> </ul>
Deadline	10 <sup>th</sup> August 2025, 1230hrs
How to Apply	<p>Interested candidates please apply online through our job portal  <a href="https://sto.mv/careers">https://sto.mv/careers</a></p> <p>Only shortlisted candidates will be contacted for an interview</p> <p>You can contact us on 3012857</p>