



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Pension Office

## **Terms of Reference**

**Post:** Assistant Client Relations Officer

**Post Type:** Temporary (06 months)

**Department:** Member Services

**Division:** Corporate Affairs and Public Relations

### **Reporting Relationships.**

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

### **Overall Responsibilities:**

The Assistant Client Relations Officer will work at the Member Service Department and assist with all administrative and day to day work related to member services and support.

The Assistant Client Relations Officer is expected to work closely with all the staff of the Corporate Affairs and Public Relations Division and other Division in providing support to clients and pensioners.

### **Main Responsibilities:**

- Attend queries of visitors and walk-in clients.
- Receive, answer and/or direct incoming client related queries via letters, emails, live chat, viber 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 the Pension Office.
- Receive and direct all physical correspondence and documentation received by the Pension Office to other relevant departments.
- Assist in data entry.
- Create tickets for all documents received electronically by Email and physically to the reception.
- Filing of application forms related to services provided by the Pension Office.
- Participate in, and provide administrative support to functions and events organized by the Pension Office.
- Carry out any other relevant tasks assigned by the Manager, Member Services or the Pension Office management.



Maldives Pension Administration Office, 8<sup>th</sup> Floor, Allied Building, Chaandhane Magu, Male', Maldives

[www.pension.gov.mv](http://www.pension.gov.mv)

[/pensionoffice](https://www.facebook.com/pensionoffice)

1441

+960 3309908

[info@pension.gov.mv](mailto:info@pension.gov.mv)

## 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 proficient in using computer applications specially Google Documents and Google Sheets, and should have Thaana typing skills.
- Should be able to multitask 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.

## Minimum Qualifications

- A minimum of three “C” passes in GCE O’ Level examinations, and a “C” pass in Dhivehi Language in the Higher Secondary Certificate examination.
- Proficiency in using computer applications.
- Fluency in Dhivehi and English language.



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