

Career Opportunities

CONTACT CENTER EXECUTIVE - EYDHAFUSHI

General Requirements

- GCE O 'Level
- 1-2 Years of work experience in Customer Service related field
- Excellent verbal communication skills along with active listening
- Ability to take initiative and work independently with minimum supervision
- Proficiency in MS Office; Proficiency in English and Dhivehi
- Ability to multitask, set priorities and manage time effectively, and to work on shift duties
- Confident in dealing with customers over the phone in a professional manner
- Can work under pressure

Job Specification

- Responsible for answering and directing contacts, emails and instant messages received by the Contact Centre
- Responsible for providing effective guest service for all internal and external guests by utilizing excellent in depth knowledge of the hospital and programs as well as team members within the system
- Keep records of all conversation and database confidential.
- Answers and directs all inquiries from guests, visitors, physicians and staff to appropriate locations using an online directory
- Ensures guests receive exceptional services through consistent performance, answering, directing, and paging according to the guest's request
- Provide support to guests by assisting with the identification of appointment type and scheduling appropriately in the management system and communicate relevant data to clients
- Capable of handling patient complaints and escalating accordingly as and when necessary
- Effectively communicates to guests any and all information they will need to bring to their health center appointments
- Assisting with other projects and administrative tasks, as and when needed
- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Communicating and coordinating with colleagues as necessary
- Responding promptly to customer inquiries

Salary and Benefits

- Salary based on qualifications and experience
- Medical Insurance

How to Apply

Candidates interested in applying may email their application along with the following mandatory documents to careers@treetophospital.com **before 1600 on September 17, 2026.**

(Email Subject Code: **Eydhafushi – Contact Center Executive**)