



DHIVEHI
INSURANCE



Years of
Serving You.

JOB ANNOUNCEMENT

Officer, Customer Service

Reference: DI/IUL/2026/27 | Deadline: 29 October 2026 – 12:00 hrs.

Requirements:

- Diploma in Business Management or GCE A' Level 2 passes or GCE O' Level 5 passes
- Previous work experience will be an added advantage
- Computer skills with knowledge of MS Office Applications
- Excellent verbal and written communication skills in Dhivehi and English
- Excellent inter-personal skills and ability to work in a team environment
- Pleasant personality

Key Responsibilities:

- Serve as the first point of contact by greeting, welcoming, directing visitors, and attending to reception area
- Manage all inbound and outbound communication (phone calls, mail, deliveries); answering, screening, forwarding calls, and providing basic information
- Handle and escalate customer concerns and disputes to immediate supervisor
- Manage essential documentation and policy administration, including issuing policies, discarding documents, and assisting with the cancellation process (liaising with Accounts/Underwriting)
- Perform detailed administrative work concerning collateral securities (receiving, recording, filing, releasing) and bond agreements (checking stamps/signatures, filing, safe placement)
- Ensure accurate daily data entry of received policies and maintain updated Client, Broker, and Agent contact lists
- Perform clerical duties like filing, photocopying, scheduling meetings, and other administrative works as instructed by immediate supervisor
- Provide support for any additional tasks as assigned by the immediate supervisor and management

Remuneration & Other Benefits:

- Attractive salary based on qualification and experience
- Flexible Leave Arrangements
- Health & Life Insurance Coverage
- Annual Bonus
- Third Party Credit Facilities
- Staff Loan Scheme
- Training & Development Opportunities

Forward your **completed application form, national identity card copy, resume, and academic credentials** via email to **hr@dhivehiinsurance.com**

Dhivehi Insurance Company Pvt Ltd

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