



Early Dawn Microfinance Company Limited (“DAWN”) is a regulated microfinance institution that currently serves over 270,000 clients in 62 branches in Myanmar. It is a fast growing Institution with over 800 employees, with plans to expand to new regions, to serve additional segments of clients, with new and better products and services, to introduce innovations based on technology, and with an obvious need for additional departments and positions (www.dawn.com.mm). DAWN is registered under the Ministry of Planning and Finance, and was granted a license by the Financial Regulatory Department to provide financial services to low-income clients as well as to small and medium businesses.

(FOR Myanmar National ONLY)
JOB PROFILE

Job Title	: Customer Care Agent
Location	: North Okkalapa
Number of Position	: 1
Type of Contract	: Open
Reports to	: Customer Care Supervisor
<u>JOB DESCRIPTION</u>	
Outbound Call	
<ul style="list-style-type: none">• Manage large amount of outbound calls in timely manner• Provide proper communication through telephone calls with the clients and group leaders• Check and verify the clients’ information and data in the CRM• Complete daily call target• Follow up client calls as required• Maintain excellent customer service in timely and efficient manner• Keep record of clients’ information and interactions including their comments and complaints in the CRM when necessary• Make daily report as per call information and send to relevant responsible person.• Perform telemarketing to promote the products when necessary• Other duties as assigned.	
Inbound Call	
<ul style="list-style-type: none">• Mainly answer phone calls professionally• Manage and solve the complaints of clients and non-clients• Provide product/service information by answering questions; offering excellent customer care• Keep record of customer information and interactions in the CRM• Maintain excellent customer service in timely and efficient manner• Coordinate with related department, handle and follow up the complaint until resolved by respective department.• Follow up client calls as required• Other duties as assigned.	

Job Requirements

- Any bachelor degree holder or undergrad with final year in university
- Prefer the candidates who had experienced in call center and customer service management
- Good Communication especially listening and polite speaking to various type of people
- Customer focus and strong interpersonal skill
- Good computer skill
- Good data entry and typing skills in English and Myanmar
- Familiarity with CRM systems and practices (Not mandatory/ Preferable)

To Apply

Interested and qualified candidates are requested to send an **Application Letter, Curriculum Vitae** to: jobs@dawn.com.mm or Human Resources Department Phone **09-457750916(Viber)**, No.587, 3rd Floor, The Regency Offices, Pyay Road, 2nd Ward, Kamaryut Township, Yangon **not later than 5 PM. 08th, May, 2024 (Wednesday)**

Note: Candidates are also requested to mention in the applications if there is, blood/marriage relationships with the existing DAWN employees and please identify two reference persons. No requirement of photo or copy of certificates and only short-listed candidates will be contacted.