

Ref. Number: 60-HRD/2025/134

Date: 06.05.2025

JOB OPPORTUNITY

Evolve your career with State Trading Organization Plc.

Position Name	Client Support Officer
No. of Position	1
Worksite / Department	Maafannu Pharmacy / Healthcare Solutions
Salary & Benefits	<ul style="list-style-type: none"> • Net Salary Range: MVR 12,500 – 14,500 • Overtime and extra working days allowance • Health insurance will be provided after probation • Staff Privilege program
Job Responsibilities	<ul style="list-style-type: none"> • Help to Consolidate prescriptions from pharmacies and portal and float order to procurement • Coordinate prescription operations with procurement, go down and pharmacy • Check and coordinate with shift in charges on portal request and send weekly unattended portal list • Update daily log of prescription master sheet • Coordinate with shift incharges and maintain weekly customer complaints log from pharmacies • Attend follow up calls/requests made for prescription Orders • Regular updates to customers about prescription order status • Log, attend and update complaints raised to STO call center regarding medicine requests and report weekly • Immediate response to STO medical social media platform inquiries • Track uncollected prescription drugs and report to the relevant manager • Encourage patients and health professionals to report Adverse Drug Reactions and coordinate such incidents with Quality Assurance team • Coordinate with shift incharges/pharmacy managers and maintain unavailable item list weekly • Coordinate with shift incharges /pharmacy managers and maintain frequently ordered medicine list • Coordinate with marketing and sales team with promotional activities • Maintain a professional communication link with doctors and prompt response to queries • Ensure all documents are managed according to operation manual

	<ul style="list-style-type: none"> Organize patient awareness and public health forums to create awareness on lifestyle modification Improve the relationship of STO with stakeholders, including hospitals health centers and councils
Required Qualifications	<ul style="list-style-type: none"> 5 passes in O Level
Deadline	11 th May 2025, 1230hrs
How to Apply	<p>Interested candidates please apply online through our job portal https://sto.mv/Career To Process the application, we require necessary documents You can contact us on 3012767</p>