



བགྲིས་བརྗེ་དོན་བརྒྱུད་འབྲེལ་སྒྲེར་སྡེ་ཚང་འཛིན།།

## Tashi InfoComm Private Limited

### Job Description

<b>Job Title</b>	Customer Care Executive	<b>Report to</b>	Regional Manager
<b>Department/ Unit</b>	Marketing	<b>Supervises</b>	None
<b>Purpose of the Department / unit:</b> Marketing Department is responsible for the sales, promotion, advertisement, developing sales strategies and providing after sales services to customers.			
<b>Duties and responsibilities:</b> <ul style="list-style-type: none"><li>• Handling customer quarries and resolving complaints</li><li>• Sale and market company product and service</li><li>• Assist Regional Manager during marketing activities</li><li>• Maintaining and updating KYC</li><li>• Follow up on outstanding bills and defaulters of postpaid and internet</li></ul>			
<b>Working conditions:</b> <ul style="list-style-type: none"><li>• Able to work under pressure</li><li>• Follow proper office time</li><li>• Follow shift system if applicable</li></ul>			
<b>Essential Qualification / Education:</b> Class 12 passed			
<b>Desired Qualification / Education:</b> N/A			
<b>Essential Experience:</b> N/A			
<b>Desired Experience:</b> Customer care and handling, sales, marketing and related experience			
<b>Essential Training:</b> N/A			
<b>Desired Training:</b> Customer care and handling, sales, marketing and related field			
<b>Job related skills and abilities:</b> <ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Teamwork</li><li>• Problem solving</li><li>• Planning and organizing</li><li>• Self-management</li><li>• Learning</li><li>• Active listening skills</li><li>• Customer service skills</li><li>• Interpersonal skills</li><li>• Leadership and management skills</li><li>• Time management</li></ul>			
<b>Personal attributes:</b> <ul style="list-style-type: none"><li>• Proficient in English and Dzongkha Speaking</li><li>• Sound knowledge of financial implication and human resource management</li><li>• Creativity</li></ul>			



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- Self-learning
- Analytical and problem-solving skills
- Adaptable to any working environment
- Cooperative
- Honesty and integrity
- Positive attitude
- Up to date with both the online and offline marketing trends
- Initiative & leadership skills

<b>Physical Attributes</b>	<b>Minimum height(ft.)</b> Male: 5'5" Female: 5'2" <b>Applicants not meeting specified criteria and incomplete documents / information, including minimum height requirement are asked NOT to apply. If applicants provide false information at the time of application and later if and when it is discovered during the height screening process, such applicants shall be instantly disqualified from being shortlisted for group and final interview.</b>	
<b>Job Location</b>	Pemagatshel	
<b>Employment Nature</b>	Long-term Contract of five years and renewable based on performance	
<b>Grade</b>	Equivalent to T2 step 9 of Technical Staff Group 2	
<b>Date of joining</b>	Will be informed via telephonic call	
<b>Remuneration</b>	<b>First year of service:</b> Pay Scale: Nu. 15,081-377-18,851 Basic salary: Nu. 15,081.00 Medical Allowance: Nu. 1,257.00 Provident Fund: Nu. 1,508.00 Corporate Allowance: Nu. 5,731.00 Communication Allowance: Nu.350.00  <b>Gross Salary: Nu.23,927.00</b>	<b>From second year of service:</b> Basic salary: Nu. 15,458.00 Medical Allowance: Nu. 1,288.00 Provident Fund: Nu. 1,545.00 Corporate Allowance: Nu. 11,462.00 Communication Allowance: Nu. 350.00  <b>Gross Salary: Nu. 30,103.00</b>
	<b>Note:</b> <ul style="list-style-type: none"><li>• Salary packages from 3<sup>rd</sup> year onward shall change based on Service Rules and Regulations of TIPL 2008</li></ul>	
<b>Other allowances and benefits</b>	Other allowances and benefits like gratuity, leave, Leave Travel Concession, leave encashment, bonus, insurance, staff welfare and mobile data shall be applicable as per the Service Rules and Regulations of TIPL 2008.	