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Tashi InfoComm Private Limited

Ref. No.: TIPL/HRAD/12/2025/

Date: January 18, 2025

TERMS OF REFERENCE

ABOUT TASHI INFOCOMM PRIVATE LIMITED

Tashi InfoComm Private Limited is the second cellular company in Bhutan, a separate entity under Tashi Group of Companies. The company was incorporated on January 23, 2007, under the Companies Act of Bhutan 2016, after it won an international bid to operate as the second cellular operator in Bhutan. Pursuant to the grant of Certificate of Re-Registration by the Office of the Registrar of Companies, Ministry of Industry, Commerce and Employment on 27th of November 2023, Tashi InfoComm Limited was re-registered as Tashi InfoComm Private Limited under the Companies Act of Bhutan, 2016.

The cellular license issued by Bhutan InfoComm and Media Authority (BICMA) mandates TashiCell to build mobile network to provide cellular services to the entire nation. The mobile network is based on GSM WCDMA/HSPA+ technologies. The company launched its GSM services on April 6, 2008, under the brand name "TashiCell", with its registered office located at Norzin Lam, Thimphu.

ABOUT THE DEPARTMENT AND SECTION

Management Information System Department manages and administers all functions, activities, transactions of the company. They are involved in studying business processes of the company to define business information requirements. The Billing Section oversees the operation and maintenance of CBS & Mediation, Contact Center Solution, and BBS modules, encompassing CRM, PRM, Provision, ISP billing, Inventory, and Reporting. This includes task such as solution implementation, integrating diverse network nodes, managing rating and charging systems, addressing customer care, monitoring equipment, and overseeing roaming and interconnect system operations.

ABOUT THE POSITION

We are looking for a Contact Center Executive who has excellent communication skills and the capacity to handle customer's inquiries. . The candidate should be able to listen well in order to comprehend what the client is saying and react correctly. She or he should be able to handle customers in all situations in a courteous and professional manner



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P.O Box 1502, Samten Lam, Thimphu, Bhutan



<https://www.tashicell.com>



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POSITION

Designation	Contact Center Executive
Section	Billing
Department	Management Information System Department (MIS)
Reports to	Manager, Billing Section
Supervises	None
Work Station	Gelephu, Bhutan
Nature of Employment	Long-term Contract of five years and renewable based on performance
Grade	Equivalent to T2 step 11 of Technical Staff Group 2
Date of Appointment	Will be informed via telephonic call

PERSON SPECIFICATION

Nationality	Bhutanese
Age	Maximum 27 years of age on the date of application
Essential Qualification	Class 12 passed with 50% in both Dzongkha and English, and those who have completed Gyalsung National Service may apply
Desired Qualification	NA
Essential Experience	NA
Desired Experience	NA
Essential Training	NA
Desired Training	NA
Job related skills and abilities	<ul style="list-style-type: none">• Fluent in languages like English, Dzongkha, Nepali, and Hindi, and if others, will be an added advantage• Ability to work under pressure• Teamwork• Interpersonal communication skills
Personal attributes	<ul style="list-style-type: none">• Punctual• Hardworking• Self-disciplined• Honesty and Integrity





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JOB RESPONSIBILITIES

The Job Responsibilities shall be as mentioned but not limited to the following:

- Manage large amount of inbound call on timely manner.
- Identify and assess the customers need to achieve the customer satisfaction
- Provide accurate, valid and complete information using the right methods or tools
- Build sustainable relationships and trust with customer accounts through open and interaction communication.
- Handle customer complaints; provide appropriate solutions and alternatives within the time limits. Follow up later to ensure resolution.
- Should communicate to the customers politely and provide the required information on timely manner.
- Route the call to appropriate resources if the agents are not able to solve the issues or agents should get the help from the relevant resources if he/she is not able to solve the issues.
- Explain and convince the customers on the new product and services.
- Research the required information from the available resources.
- Identify and escalate the issue to immediate supervisor/department head.
- Maintaining proper code of conduct as dictated by the company policy or service rules.
- Performing other tasks and duties as and when assigned and required by the department and the company

Working Conditions:

The employee should be contactable, available & responsive at all times on your official numbers, official email accounts and official groups.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale	Nu. 16,180 - 400 - 20,180
Basic salary	Nu. 16,180.00
Medical Allowance	Nu.1,348.00
Provident Fund	Nu. 1,618.00
Corporate Allowance	Nu.12,297.00
Communication Allowance	Nu. 350.00
Gross Salary	Nu. 31,793.00





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Other allowances and benefits	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
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