



# བཀྲིས་བད་དོན་བརྒྱུད་འབྲེལ་སྒྲེར་སྡེ་ཚང་འཛིན། Tashi InfoComm Private Limited

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

Date: July 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 27<sup>th</sup> 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

Marketing Department looks after the sales and promotional activities of TashiCell's products and services. The Regions section under Marketing Department manages daily sales, customer interactions, bill follow-up and payments, telemarketing and local/door-to-door marketing.

### ABOUT THE POSITION

We are looking for a Customer Care Executive who possesses excellent communication and customer service skills, with the ability to effectively engage with customers, resolve queries, and ensure a positive customer experience. The ideal candidate should be courteous and committed to delivering exceptional service that enhances customer satisfaction and reinforces TashiCell's brand reputation.

### POSITION

<b>Designation</b>	Customer Care Executive
<b>Section</b>	Regions
<b>Department</b>	Marketing Department
<b>Reports to</b>	Regional Manager, Customer Care Center, Samdrup Jongkhar



+975 77889977



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



<https://www.tashicell.com>



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**Tashi InfoComm Private Limited**

<b>Supervises</b>	None
<b>Work Station</b>	Extension Counter, Pemagatshel
<b>Nature of Employment</b>	Long-term Contract of five years and renewable based on performance
<b>Grade</b>	T2 Step 11
<b>Date of Appointment</b>	Will be informed

**PERSON SPECIFICATION**

<b>Nationality</b>	Bhutanese
<b>Age</b>	Minimum 19 years of age and Maximum 27 years of age on the date of application
<b>Essential Qualification</b>	Class 12 passed who have completed Gyalsung National service may apply
<b>Desired Qualification</b>	NA
<b>Essential Experience</b>	NA
<b>Desired Experience</b>	NA
<b>Essential Training</b>	NA
<b>Desired Training</b>	NA
<b>Job related skills &amp; Personal attributes</b>	<ul style="list-style-type: none"><li>• Sound knowledge of financial implication and human resource management</li><li>• Up to date with both the online and offline marketing trends</li><li>• Proficient in English and Dzongkha Speaking</li><li>• Adaptable to any working environment</li><li>• Analytical and problem-solving skills</li><li>• Excellent communication skills</li><li>• Initiative &amp; leadership skills</li><li>• Planning &amp; organizing</li><li>• Customer service skills</li><li>• Interpersonal skills</li><li>• Honesty and integrity</li><li>• Positive attitude</li><li>• Self-learning</li><li>• Teamwork</li></ul>





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## Tashi InfoComm Private Limited

<b>Physical Attributes</b>	<b>Minimum height(ft.) requirement</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>
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### **JOB RESPONSIBILITIES**

<p>The Job Responsibilities shall be as mentioned but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Handling customer queries 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>
<p><b>Working Conditions:</b></p> <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>

### **REMUNERATION PACKAGE (MONTHLY)**

Pay Scale	Nu. 16,180 – 400 – Nu. 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
Cash Handling Allowance	Nu. 500.00
Communication Allowance	Nu. 350.00
<b>Gross Salary</b>	<b>Nu. 32,293.00</b>





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# Tashi InfoComm Private Limited

Other allowances and benefits	Other allowances and benefits shall be applicable as per the Service Rules and Regulations of TIPL 2008
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