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Tashi InfoComm Private Limited

Ref. No.: TIPL/HRAD/12/2026/

Date: March 7, 2026

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 Samten Lam, Thimphu.

ABOUT THE DEPARTMENT AND SECTION

Business Operations and Customer Care Department looks after the sales and promotional activities of TashiCell's products and services. The Region Section under the BOCCD is responsible for the daily marketing and sales of the company's products and services. Through its regional offices and extension counters, the section works collaboratively to drive customer acquisition, revenue generation, and overall commercial performance. Its coordinated efforts ensure the achievement of set sales targets and organizational performance goals.

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

Designation	Customer Care Executive
Section	Regions
Department	Business Operations and Customer Care Department
Reports to	Regional Manager, Customer Care Center, Samdrup Jongkhar
Supervises	None



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



<https://www.tashicell.com>



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Work Station	Extension Counter, Bangtar
Nature of Employment	Long-term Contract of five years and renewable based on performance
Grade	T2 Step 11
Date of Appointment	Will be informed

PERSON SPECIFICATION

Nationality	Bhutanese
Age	Minimum 18 years of age and Maximum 27 years of age on the date of application
Essential Qualification	Class 12 passed
Desired Qualification	None
Essential Experience	None
Desired Experience	None
Essential Training	None
Desired Training	None
Job related skills & Personal attributes	<ul style="list-style-type: none">• Up to date with both the online and offline marketing trends• Proficient in English and Dzongkha Speaking• Adaptable to any working environment• Analytical and problem-solving skills• Excellent communication skills• Initiative & leadership skills• Planning & organizing• Customer service skills• Interpersonal skills• Honesty and integrity• Positive attitude• Self-learning• Teamwork





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Physical Attributes	Minimum height(ft.) requirement Male: 5'5" (165 cm) Female: 5'2" (157 cm) 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.
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JOB RESPONSIBILITIES

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

- Responsible for overall administration and management of Regional/Extension office. For example: office rent, electricity bills, etc.
- Assist Regional Manager in planning marketing tours and sales activity to achieve sales targets. For Example: Onboard exclusive TIPL distributor agent and outlets, setting up stalls during festivals, going on door-to-door marketing, etc.
- Monitor, control and proper utilization of office resources like equipment, furniture, paper, cartridges and other resources.
- Deliver best possible customer experience to customers
- Resolve customer complaints promptly at regional level and gather customer feedback for Regional Manager.
- Follow instructions provided by the MIS department for CRM.
- Maintain good relationship with customers and business partners.
- Maintain and submit data punching, KYC verification and outstanding reports to Regional Manager.
- Follow up on outstanding bills and defaulters of postpaid, internet leased line and gadget EMI.
- Check, guide and help fill up SIM registration forms, documentation of postpaid, 4G/5G and normal ILL forms for customers
- Follow up on whether customer complaints and problems have been sorted out through ticketing system.
- Represent company at Regional/Extension level.
- Prepare monthly sales forecasts for products and services, submit stock requisitions to Head Office in a timely manner, and ensure sufficient stock availability in the region for the next six weeks.
- Verify and submit monthly sales report, audit report, stock report, cash statement, data punching report and defaulter report to regional office.
- Carry out monthly audit at Regional/Extension office; ensure proper record keeping of sales and inventory like SIM, RCVs, eTeeru, trading devices, phones and other saleable items.





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- Verify cash statement, deposit slip, daily revenue collection and daily deposit reports with the regional accountant.
- Should be well informed about all the products and services of TashiCell.
- Be familiar with all the officials of the company to forward cases or request assistance to solve issues related to customers, products and services and other administrative queries from outsiders.
- Responsible for accurate and up to date record keeping of daily, weekly and monthly sales of RCVs, eTeeru, trading devices, phones and other saleable items on a daily basis and closing of sales revenue with the regional accountant as per SOP.
- Market all the product and services of the company.
- Follow company's SOPs.
- Be contactable, available and responsive at all times via your official number, official email account and official group on Telegram, and in person if and when required to attend to the needs of the company, employees, customers and external agencies.
- Execute, implement and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines.
- Take up roles and responsibilities of other officials in their absence in the department.
- Perform any other tasks and duties as and when assigned by the Immediate Supervisor / Head of Section/Head of Department/ Managing Director/ Management.

Working Conditions:

- Able to work under pressure
- Follow proper office time
- Follow shift system if applicable

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
Gross Salary	Nu. 32,293.00
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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