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Tashi InfoComm Limited

Job Description

Job Title	Contact Center Executive	Report to	Manager, ERP, IT Support & Contact Center
Department/ Unit	Management Information System Department	Supervises	None

Purpose of the Department/ unit:

The ERP, Contact Center & IT Support Section is responsible for operation and maintenance of ERP, Contact modules, including solution implementation, handling customer care and monitoring equipments.

Position summary and its purpose:

Contact Center Executive will be working under ERP, CC & IT Support and will be primarily responsible to handle TICL customer.

Duties and responsibilities:

Brief duties and responsibilities:

- 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 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 will be required to carry out skill-based work involving using of system application within TICL and day to day marketing activities. He/she should have a basic knowledge on computer. While the employee is expected to follow normal work hours, he/she is required to work overtime, late at night or on holidays if the situation so demands. The employee will be provided hands on training as well as informal one on the aspects of the job. However, the employee is expected to do a lot of self learning using the resources provided.



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Essential Qualification/ Education Class 12 Pass with 50% in English and Dzongkhag.			
Essential Experience N/A			
Essential Training N/A			
Job related skills and abilities: N/A			
Personal attributes: <ul style="list-style-type: none">• Honesty and Integrity• Enthusiastic• Balanced attitude to work and life• Adaptability• Commitment			
To be filled by the Human Resource and Administration Department			
Job Location	Thimphu	Employment nature	Regular
Pay scale	15,081-377-18,851	Allowances	Corporate Allowance and Medical Allowance as per Company's Service Rules and Regulations
Reporting date	Will be informed via call	Reporting time	Will be informed via call