

Terms of Reference for Agent

1. Position: Agent

2. Place of posting: Thimphu

3. Report to: Manager, Contact Centre

4. No. of position: 1 (one)

5. Major Job Responsibilities:

- ✓ Provide Level 1 support and responses to the customers
- ✓ Escalate/coordinate higher level support (L2, L3).
- ✓ Provide information on BT's products and services
- ✓ Record customer complaints
- ✓ Follow-up on customer complaints not resolved immediately.
- ✓ Provide professional and quality response to customers.
- ✓ Provide excellent customer service
- ✓ Relay to supervisor/manager the feedback received from customers.
- ✓ Other duties as assigned.

Qualification/Skills:

- ✓ Class XII pass with minimum of 55% in CL- X and XII
- ✓ Should have attended call center training for at least 6 months.

Remuneration:

Grade/Cadre	Pay Scale	Allowance
D1	12,740-320-19,140	Corporate Allowance 20% PBVA= 15%