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Bhutan Power Corporation Limited

(An ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified Company)

Registered Office, Thimphu

Human Resources & Corporate Services

Human Resources & Administration Department

Thimphu: Bhutan



BPC/HRA/HR-01/2022/557

April 20, 2022

INTERNAL VACANCY ANNOUNCEMENT

HRAD is pleased to announce the post of (13) Contact Centre Agent under EMCCD, DCSD, BPC, Thimphu. The details of the post and its associated responsibilities are as follows:

A. Job Responsibilities

1. Answer incoming calls from customers on supply outage, billing, online payment, online services and any other electricity-related calls from the customers;
2. Answer online chats from customers that come to the contact centre;
3. Coordinate with customers and ensure appropriate questioning to identify and resolve issues;
4. Escalate unresolved/difficult customer calls to the supervisor for further timely action;
5. Transfer the customer complaint to the outbound call team if follow-up/confirmation has to be made for the particular complaint lodged;
6. Ensure to obtain and keep the planned shutdown notifications ready for reference;
7. Coordinate with O&M heads, multitask personnel and VEEETs on outage and billing related issues of customers;
8. Utilize the Sinch software, Scripts, Microsoft excel, and other tools as required;
9. Use ISU/SAP for analyzing the customer bills related complaints;
10. Analyze customer issues and assist in resolving them within the required timeframe;
11. Ensure smooth handing-taking of pending tasks to the next shift before leaving or to the supervisor before taking leave;
12. Put extra effort and interest in learning BPC's products and services for providing better customer service;
13. Perform any other task as may be assigned in the interest of the organization;

B. Eligibility Criteria

1. Qualification:

- ✓ Class X pass and above.

2. Age:

- ✓ Should not be older than 40 years of age (not born before 1/05/1982) on the last working date of receiving the application deadlines.

3. Health and Fitness

- ✓ Should be sound in health;
- ✓ Should submit Audiometric (Hearing) Test Certificate.

