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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-01/2022/709

May 10, 2022

**EXTENSION OF APPLICATION DEADLINE & CHANGE OF CRITERIA  
FOR 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 45 years of age (not born before 1977).

**3. Health and Fitness**

- ✓ Should be sound in health;
- ✓ Audiometric (Hearing) Test will need to be conducted after shortlisting for selection to the post.

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