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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-01/2022/409

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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**4. Experience**

- ✓ Should be a regular employee of BPC.

**C. Preferred Skills**

- ✓ A good aptitude for English and Dzongkha language, especially in written English;
- ✓ Being able to speak multiple local languages would be an advantage;
- ✓ Should be able to use a variety of social media platforms, such as WhatsApp, Facebook-Messenger, Instagram etc.

**D. Place of Posting**

- ✓ Contact Center, EMCCD, DCSD, Thimphu.

**E. Number of Vacant Posts**

- ✓ 13

**F. Work Timing**

- ✓ Should be willing to work in shift system;

**G. Grade**

- ✓ The selected candidate will be placed in the same grade.

The last date for submission of the application is 5:00 PM on 17<sup>th</sup> of May, 2022 via email to Kinley Zam ([kinleyzam@bpc.bt](mailto:kinleyzam@bpc.bt)). The application form can be downloaded from the BPC Website ([www.bpc.bt](http://www.bpc.bt)).

Please contact Kinley Zam @ 02-325095 (506)/17605179 if you have any further question regarding the said vacancy.

  
(Rinchen Wangdi)  
General Manager