

# ञ्जा ।यनुगर्मेगाओयअयदहे**ना**।

# 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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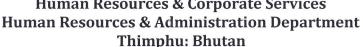
Phone: +975-2-325095; P.O.Box-580; e-mail: hrad@bpc.bt; Web: www.bpc.bt



# क्ति विश्वेयास्याम् यात्रायह्या। इत्रा

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Registered Office, Thimphu
Human Resources & Corporate Services





# 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 (<u>kinleyzam@bpc.bt</u>). The application form can be downloaded from the BPC Website (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

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