

TOR – Associate Customer Service Officer

- Create service standard to be met by all frontline agents.
- Ensure that the service rendered to the customers is at par with the established standards.
- Identify areas of improvement in terms of customer service delivery and make appropriate recommendations.
- Help Drukair communicate its brand as a service oriented company.
- Act as the single point of contact for all customer grievances.
- Be fully versed with Drukair's website and the mobile app.
- Make necessary recommendations to improve the website and the app.
- Monitor the performance of all frontline agents and provide them with necessary feedback for improvement.
- Monitor the monthly reports maintained by the call center supervisor and provide him/her with necessary feedback for improvement of the call center unit.

Required knowledge and skills

- Excellent leadership skills
- Excellent oral and written communication skills
- Excellent presentation skills
- Have a good understanding of the importance of good customer service delivery
- Strong inter-personal relationship skills