

**Terms of reference
Call Center Assistant**

- Be an efficient and reliable source of information.
- Be able to resolve customer complaints and grievances efficiently.
- Update the customers on their complaints.
- Be the guardian of the reservation@drukair.com.bt email address and ensure that all legitimate enquiries are properly addressed or redirected as necessary.
- Identify areas of improvement within the unit.
- Keep a record of customer feedbacks and typical queries.
- Help Drukair communicate its brand as a service-oriented company.
- Ease the workload at the reservations office by being trained and authorized to book and issue the tickets, change travel dates, ticket cancellation and assist web-check in.
- Maintain daily sales record for references.
- To provide customized services.

Required knowledge and skills

- Excellent communication skills
- Good problem-solving skills
- Have a good understanding of the importance of good customer service delivery.