

TERMS OF REFERENCE

Job Holder name:	Designation: Customer Experience Representative
Job grade: S1	Reports to : Head, Marketing & Customer Services Division

Job purpose {define the key aspects of the role briefly – why does the job exist?}

The job purposes of the Customer Experience Representative is to assist/guide the customers on their service requirement in the Branch.

Key responsibilities {define the key duties and responsibilities of the job}

1. Stand at the entrance of the banking hall;
2. Smile and greet the customer politely and courteously with “kuzuzangpola” when they visit the branch;
3. Handle all walk-in customer at the branch by either directing them to appropriate counters or directing them to helpdesk for queries on our products and services;
4. Some customers enter the banking hall and feel invisible at the branch if they are not regular visitors. The greeters will go to them, offer help and ensure that their banking needs are attended.;
5. Manage the waiting time of branch with friendly interaction with the customers, if required;
6. Thank the customer with “Kadrinche la “, “Thank you for visiting Bank of Bhutan la” or “Thank you and see you again la” when customer leave the banking hall; and
7. Any other tasks assigned by the management and the reporting authority.

Areas of contribution {define the key areas of performance measurement}

- ✓ Assisting the customers

Authorities & decision making {define the key authorities implicit to the job but not financial responsibilities}

- ✓ He/She will not have any decision making authority.

Experience & knowledge required

Qualification: Minimum Class X passed preferably with short course in Tourism & Hospitality
Experience: Fresh
Skills: Good communication skills, must be fluent in Dzongkha, English, Sharshop and Lhotsham languages, must have a positive attitude towards work and self-motivate.

Complexity & judgment

The job requires dealing with customers from all walks of life and the job holder is expected to maintain proper attitude and composed gesture while assisting the customers.

Approvals {signatures in this section denote agreement to the job description}

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		

OTHER DETAILS

1. Position

a.	Designation	Customer Experience Representative
b.	Grade	S1
c.	Department	Operations Department
d.	Company	Bank of Bhutan Limited
e.	Place of Posting	Thimphu (02) & Phuentsholing (02)
f.	Supervisor	Head, Marketing & Customer Service Division
g.	Reviewer	Chief Banking Officer
h.	Maximum age limit	Minimum 18 years and maximum 35 years during the time of vacancy announcement
i.	Date of Joining	With immediate effect

Corporate Support Services Department

