

### TERMS OF REFERENCE

Job holder name:	Designation: Contact Center Agent
Job grade: A3	Directly reports to: Incharge

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

The purpose of the job is answer incoming **calls** from customers who want to place orders, respond to inquiries, manage complaints, troubleshoot significant customer service problems, and provide general information.

**Key responsibilities** {define the key responsibilities of the job}

- ✓ Answer calls as well as assist customers who have specific enquiries regarding any of the Bank's Products and Services;
- ✓ Provide personalized and quality service to the customers at all times.
- ✓ Always be polite and respectful to the callers;
- ✓ Refrain from exhibiting any unprofessional behavior (side talk, eat, chew, drink, giggle, laugh, mock) on calls as well as on floor;
- ✓ Maintain and follow the quality parameters of the Contact Center on every call.
- ✓ Ability to capture as well as interpret basic customer information provided by the caller;
- ✓ To follow up with the customer's issue on daily basis until it is resolved and inform customer accordingly. Update the reference number report on daily basis;
- ✓ Report to the shift supervisor when the issue is resolved for up-dation in Supervisors' record on daily basis;
- ✓ Send all the call reports to shift supervisor on time without any delay on a daily basis;
- ✓ Maintain Complaint redressal ageing report and update the same on daily basis and submit a report to the In-Charge on a monthly basis;
- ✓ Monitor the ATMs on CAMs and inform the ATM Custodians on failure of the ATMs between 8 AM to 8 PM within 10 minutes and send the report to the shift supervisor at the end of the shift;
- ✓ Ensure all the pending reference number issues are forwarded to supervisor prior to taking leave or during the weekly off;
- ✓ Demonstrate flexibility for shift adjustments and for taking feedbacks from the supervisors;
- ✓ Build customer's interest in the Products and Services offered by the Bank;
- ✓ Maintain and improve quality results by adhering to standard Operating Procedures for Contact Center and recommend ideas on improving procedures;
- ✓ Put efforts and interest to learn on Bank's products and Services for providing better service.

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

- ✓ Timely response to queries/ complaints;
- ✓ Maintenance of proper documentation of all activities carried out;
- ✓ Ability to track and escalate issues where required.

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

The position shall not have any decision making authority and shall execute day to day work in close consultation with the supervisor.

**Experience & knowledge required** {define the experience & knowledge required to do the job well}

**Qualification:** Class 12 passed with minimum of 50% overall (best of four subjects with 50% in English and 50% in Dzongkha):

**Experience:** Fresh but preference will be given to applicants who have experience in related field.

**Skills required:**

- Creative problem-solving and analyzing skills;
- Calm and patient temperament;
- Basic Computer Knowledge;
- Possess a reasonable typing skills;
- Effective communication skills - (Good written and spoken English and spoken Dzongkha);
- Ability to work in a team;
- Ability to work under pressure;
- Warm and friendly personality;
- Demonstrate empathy;
- Attention to details and Organization skills (to be able to juggle multiple tasks at once while attending to the customer's needs);
- Quick learner;
- Positive Attitude;
- Comfortable while talking over the phone;
- Adaptability.

**Complexity & judgment** {define the job complexities & areas where judgment by job-holder is vital}

Understanding and interpreting error messages and symptoms from alerts/ reported by users. Choosing simple and appropriate solution among the available options. Visualizing possible impact of resolution to be adopted.

**Freedom of decision-making** {define the areas where the job-holder can exercise independent decision making}

Provide any details/ information based on vendor requests other than KYC norms and BOB SR rules. Recommend tools required for the job role and use of various open software tools for improving efficiency.



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

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		