

Terms of Reference - Contact Center Agent

Job purpose

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

- 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

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

Experience & knowledge required

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

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

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

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.