

### **TOR -Associate Call Center Officer**

- Handle all customer-related requirements such as responding to queries, managing bookings, issuing and modifying tickets through calls, emails and WhatsApp.
- Identify areas for improvement within the Call Centre Unit and provide practical and strategic recommendations.
- Support the branding of Drukair as a customer-focused, service-oriented airline through consistent communication and professionalism.
- Act as the single point of contact for all customer grievances and ensure prompt resolution.
- Maintain comprehensive knowledge of Drukair's website, mobile app, and digital platforms to assist customers effectively.
- Compile monthly reports capturing key metrics across call volumes, WhatsApp interactions, and email correspondences.
- Coordinate with other departments within Drukair and with relevant external agencies to ensure accurate information flow and timely delivery service.

### **Required Skills:**

- **Communication Skills:** Excellent verbal and written communication.
- **Customer Service Orientation:** Strong interpersonal skills and empathy to handle customer queries and grievances professionally.
- **Analytical Thinking:** Ability to review call data and identify patterns, service gaps, or operational inefficiencies.
- **Technical Skills:** Proficiency in Microsoft Office tools.
- **Time Management:** Ability to multitask and work effectively under pressure in a dynamic environment.
- **Teamwork:** Strong coordination and collaboration skills to work with internal teams.
- **Adaptability:** Ability to adjust quickly to new systems, technologies, or customer service protocols.