

Terms of Reference

JOB TITLE/POSITION	:	Associate Call Center Officer
DEPARTMENT/SECTION	:	Commercial
REPORTS TO	:	Manager-Customer Experience and Call Center

Required Skills

- Excellent verbal and written communication skills
- Strong customer service and complaint-handling skills
- Good telephone and email etiquette
- Knowledge of airline reservation and ticketing procedures
- Proficiency in Microsoft Office and digital communication platforms
- Ability to prepare reports and analyze service performance data
- Strong problem-solving and multitasking abilities
- Ability to work under pressure and meet response timelines
- Good organizational and teamwork skills
- Ability to recommend and support customer experience improvements

TOR for Associate Contact Center Officer

- Handle customer inquiries via calls, emails, and messaging platforms in accordance with company SOPs.
- Respond to and action emails received via Reservation@drukair.com.bt promptly and professionally.
- Maintain monthly reports on customer interactions through calls, emails, and WhatsApp, including data on response time, abandoned calls, and service efficiency metrics.
- Recommend improvements in processes, technology, and contact center performance to the Head – Call Center and Customer Service Manager.
- Suggest enhancements to self-service tools and digital communication channels.
- Oversee Call Center operations in the absence of the Head – Call Center.
- Respond to IBE-related emails, including card_refund@drukair.com.bt, as assigned.
- Propose enhancements to self-service tools and digital customer touchpoints.
- Respond to customer complaints via Customer Care Layer.
- Support and implement approved customer experience improvement initiatives.
- Respond to Frequent Flyer Programs-related emails, including happiness@drukair.com.bt, as assigned.