

Terms of Reference

TITLE/POSITION: Associate Corporate Sales Officer

DEPARTMENT/ SECTION: COMMERCIAL

PLACE OF POSTING: PARO

REPORTS TO: HEAD-PASSENGER SALE, PARO.

PURPOSE

- To outline the main duties and responsibilities of an assigned position.

RESPONSIBILITIES

- Managing booking requests, issuing tickets, processing changes and refunds, and providing customer service while adhering to company policies and deadlines.
- Handle emails, and WhatsApp messages from passengers, providing accurate information and assistance.
- Document all customer interactions clearly and maintain up-to-date records.
- Maintain proper documentation for account handling and audit purposes.
- Enhance Customer Satisfaction.
- Support the promotion of Drukair's products and services.
- Identify areas for operational improvement within the unit and provide constructive recommendations.
- Ensure that all the services provided to corporate clients meet or exceed the established standard.
- Assist in shift-based coverage to ensure full operational support beyond office hours during disruptions.
- Any other relevant responsibilities.

SKILLS

- Strong interpersonal, communication, presentation, and persuasive skills.
- Customer-focused mindset with a strong commitment to service excellence.
- Knowledge of airline ticketing and fares (preferred).
- Strong problem-solving, analytical thinking, and sound judgment.
- Ability to work effectively under pressure, manage priorities, and meet deadlines.
- Adaptability to new systems, technologies, and changing work environments.
- Ability to work independently and collaboratively within a team.
- Strong attention to detail and organizational skills.
- Proficiency in Microsoft Office applications.
- Experience in sales administration, customer service, or corporate sales support (preferred).

OTHER COMPETENCIES/ADDED ADVANTAGE

- Have knowledge of Airlines.

REQUIRED QUALIFICATIONS (Competencies)

- Should have pass certificate awarded in class 10.
- Should have a minimum 60% in Class XII (English +base 4 Sub)
- Should have a minimum of 60% in degree.