

Post: Call Center Assistant, Commercial Division

Qualification: XII

Required Skills:

- Excellent verbal and written communication skills
- Strong customer service and complaint-handling skills
- Good telephone and email etiquette
- 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 Call Center Assistant

- i. Handle customer inquiries, reservations, ticketing, rebooking, and general assistance through calls, email, and messaging platforms.
- ii. Provide accurate and updated information regarding fares, baggage policies, schedules, and airline services.
- iii. Record customer interactions and complaints in accordance with company procedures.
- iv. Escalate complex or sensitive cases to the Head – Call Center when required.
- v. Ensure compliance with fare rules, data protection requirements, and company standard operating procedures.
- vi. Uphold professional communication standards consistent with Drukair's brand values and service expectations.
- vii. Support and implement approved customer experience improvement initiatives.
- vii. Respond to Frequent Flyer Programs-related emails, including happiness@drukair.com.bt, as assigned.