Drukair
Royal Bhutan Airlines

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(Drukair Corporation Limited)

Terms of Reference

JOB TITLE/POSITION : Call Center Assistant
DEPARTMENT/SECTION : Contact Center Unit
REPORTS TO : Head, Contact Center

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

RESPONSIBILITIES

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