



འབྲུག་གོང་འཕེལ་དངུལ་ཁང་ཚོད་འཛིན།
Bhutan Development Bank Limited
“Your Development Partner”

Terms of Reference

Position Title	Customer Relation Assistant
Reporting	Manager, ESP Unit
<p>Customer Relation Assistant functions as the first point of contact with the existing/new customers with the objective to provide the highest level of customer service by uncovering customer needs - solve customer problems – communicate right sales story to the customers and guiding the customer to take the right decision.</p>	
<p>ESSENTIAL FUNCTIONS:</p> <ol style="list-style-type: none">1. Promptly answer queries of the customers and provide correct information regarding credit and services over phone or in person.2. Resolving customer issues.3. Enhancing Customer Experience.4. Assist or guide the customers to provide prompt, efficient and effective service.5. Issue account statements6. Direct any problem or complaints that the customer may have to supervisor.7. Guide the customers to the relevant department which deals with their work (Especially loan overdue clients to the respective Credit Officers).8. Follow strict shift system (Especially during Lunch hour)	
<p>OTHER RESPONSIBILITIES:</p> <ol style="list-style-type: none">1. Contribute to enhancing customer satisfaction.2. Promote image of the ESP Unit by speaking, acting responsibly, showing courtesy and positive attitude to others.3. Maintain proper documentation.4. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.5. Declaration of Conflict of Interest wherever required6. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)7. Maintaining proper and clean office decorum at all times.8. Act as back up of other staff during their absence.9. Carry out any other tasks assigned by the supervisor.	



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