



Terms of Reference

Job Title	Sales Representative
No. of Slots	2 (two)
Section/Division	Customer Care Section, Thimphu

Accountabilities/Responsibilities	
	<ul style="list-style-type: none">✓ Collect revenue in the form of cash/cheque/demand draft.✓ Match the revenue collected with that of bill claim.✓ Update the subscriber ledger.✓ Issue signed money receipt to the customer.✓ Timely closing of daily transactions✓ Prepare and submit the daily collection report✓ Register new customers for fixed line, ISP prepaid, ISP postpaid, Air Fiber, mobile services (postpaid, prepaid, and tourist SIM), domain registration, and web hosting services.✓ Suspend and reactivate services as required.✓ Process BNGL and B-Wallet registrations.✓ Dealer registration.✓ Handle complaints from walking customer and escalate.✓ Send bulk SMS notifications to walk-in customers as required.✓ Follow up on invoices with government agencies.✓ Manage and sell stock items with proper system updates.✓ Maintain accurate stock records, including quarterly PID documentation.✓ Perform any other duties assigned by the immediate supervisor in the interest of the Corporation and remain flexible to support emergency tasks within the section.✓ EPems payment update✓ Politeness is most important at front Desk.
Qualification, Knowledge, Skills and Experience	<ul style="list-style-type: none">• CL-XII Commerce• Minimum 50% in Class- X & XII
Remuneration:	<ul style="list-style-type: none">• Grade/ Cadre: D1• Pay Scale: 13,375-335-20,075• Allowance: Corporate Allowance 20%, Fixed Allowance: 60%