

Terms of Reference

Job Title	Sales Representative
No. of Slots	2 (two)
Section/Division	Samdrupjongkhar/Tsimasham

Accountabilities/Responsibilities	
✓ 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. ✓ EPems payment update ✓ Politeness is most important at front Desk.	
Qualification, Knowledge, Skills and Experience	• CL-XII Commerce • Minimum 50% in Class- X & XII
Remuneration:	• Grade/ Cadre: D1 • Pay Scale: 13,375-335-20,075 • Allowance: Corporate Allowance 20%, Fixed Allowance: 60%