TERMS OF REFERENCE

1. Position: Sales Representative
2. Place: Samdrupcholing/Pemagatshel
3. Major 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
    - Any other job assigned by the immediate supervisor in the interest of the Corporation.

Detailed Job Descriptions

a) Collection

- Collect revenue in the form of cash/cheque/demand draft.
- Match the revenue collected with that of bill claim
- Issue singed money receipt to the customer.
- Timely closing of daily transactions
- Stock check with SAP and Stock register

b) Document

- Generate daily collection register at the end of every working day
- Reconcile accounts with the physical cash/cheque/demand draft.
- Make entry in the collection bank book
- Prepare separate deposited slip/challan for cash and cheque/demand draft.
- Maintain a register for bounced cheque
- Inform the immediate supervisor if the cheque is dishonored.
- Maintain stock register and verify by immediate supervisor monthly.

c)Deposit

- Make timely deposit of the revenue collected in the Bank.
- Make deposit with the nearest exchange on a daily

d)Customer Service

- Provide services as per the customers' requirement
- Promptly attend to customer enquiries on bills and other issues
- Escalate customer complains to higher competent authority on time
- Seek customers feed and suggestions on a regular basis
- Treat customers politely, attentively, and respectfully at all times
- Any other job assigned by the immediate supervisor, in the interest of the Corporation.
- To disconnect services as per the disconnection rules and regulations.
- To follow up for the realization of outstanding dues from the customers of disconnected numbers
- Monthly suspend all services as per the suspension rules and regulations to force payments.