

TERMS OF REFERENCE (TOR)

SAI TRADING PARTNER

"A small venture, A big dream"

Thimphu, Bhutan

www.saitp.com

Position: Customer Support Associate (CSA)

Location: Thimphu, Bhutan

Employment Type: Full-Time

1. Position Objective

The CSA is responsible for managing front office operations, providing administrative and logistical support, and ensuring the smooth day-to-day functioning of the office. This role includes driving company vehicles, running errands, maintaining office cleanliness, managing pantry supplies, and assisting technical staff with installation and project-related tasks as needed.

2. Key Roles and Responsibilities

A. Front Desk & Administrative Support

- Greet and assist visitors, clients, and vendors in a professional and courteous manner.
- Answer and direct phone calls, take messages, and handle inquiries.
- Maintain office files, records, and documentation in an organized manner.

B. Driving & Logistics Support

- Safely operate company vehicles for official purposes, including staff transport, client pick-ups, and deliveries.
- Transport goods, documents, and products to and from project sites, banks, government offices, and suppliers.
- Perform routine vehicle checks (fuel, oil, water, tire pressure) and report maintenance issues promptly.
- Maintain accurate trip logs, mileage records, and fuel consumption reports.

C. Office Maintenance

- Process bank deposits, withdrawals, and other financial transactions as instructed.
- Collect and deliver bank statements, cheques, and payment documents.
- Ensure the office premises are clean, tidy, and well-organized at all times.
- Manage pantry supplies, including, refreshments, and other consumables.
- Dispose of waste and ensure proper sanitation standards are maintained.
- Collect products, and materials from suppliers, warehouses, or freight agents.
- Assist in verifying received items against purchase orders and delivery challans.

D. Technical Assistance Support

- Assist the Technical Manager and project teams with installation, testing, and maintenance activities at project sites.
- Carry tools, equipment, and materials to and from work sites.
- Provide basic manual labor support during equipment setup and commissioning.

3. Required Qualifications

- Minimum Class 12 pass or higher VTI Graduates will be a priority.
- Valid Light Vehicle driving license.

- Basic computer literacy (MS Office, email, internet) is preferred.

4. Required Experience

- Minimum of 2 years of relevant experience in office assistance, driving, or logistics roles.
- Experience in front desk or administrative support is an advantage.

5. Required Skills & Competencies

- Valid driving license with a clean driving record.
- Basic communication skills in English and Dzongkha.
- Ability to handle basic office equipment (photocopier, scanner, etc.).
- Physically fit and able to perform manual tasks when required.

6. Key Attributes

- Punctual, reliable, and trustworthy.
- Professional, courteous, and customer-service oriented.
- Self-motivated with the ability to work independently.
- Flexible and willing to work beyond regular hours when needed.

7. Key Performance Indicators (KPIs)

- Timely and accurate completion of errands and deliveries.
- Clean and well-maintained office premises and pantry.
- Vehicle safety, cleanliness, and maintenance compliance.
- Positive feedback from staff, clients, and visitors.
- Effective support to technical teams on installation projects.

8. Employment Conditions

- Full-time position with six months initial probation period.

9. Remuneration & Benefits

- Salary: Competitive, based on qualifications and experience.
 - Starting Salary Nu. 20,000/ 20% HRA- plus 5% PF
 - HRA + PF will commence from regularization of service.

10. Application Requirements

Interested candidates may submit:

- Updated CV/Resume.
- Copies of academic certificates and driving license and CID copy.
- Relevant work experience documents and references from previous employers.