

31<sup>th</sup> May, 2017



### **Back ground of the Project**

India Health Action Trust (IHAT) aims at improving public health initiatives by supporting programs nationally and globally through providing comprehensive technical assistance in program planning, management and monitoring. IHAT has set up a Technical Support Unit (TSU) for the Government of Uttar Pradesh to provide techno-managerial assistance to improve the coverage of key reproductive, maternal, newborn, child health and nutrition (RMNCHA+) interventions and services in the state from the funding support of Bill & Melinda Gate Foundation (BMGF) through University of Manitoba (UOM), Canada.

Technical Support Unit, Uttar Pradesh invite application for the following positions from competent and committed development professionals who are seeking meaningful and challenging assignments in- Uttar Pradesh.

**Position:** Call Center Agent

**Unit:** Manav Sampada

**Location:** Lucknow, Uttar Pradesh

**Reporting:** DD-HR Systems or designated by him/her.

### **Key Responsibilities:**

- Answer incoming calls and respond to callers emails.
- Management and resolve complaints.
- Identify and escalate issues to supervisors.
- Provide information to caller.
- Research required information using available resources.
- Route calls to appropriate resources.
- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in calls.
- Follow up calls where necessary.
- Complete call logs and reports.
- Excellent data entry and typing skills.

**Required Competencies:**

- Excellent interpersonal, communication and negotiation skills.
- Ability to function effectively as a team member.
- Ability to handle stressful situation appropriately.
- Knowledge of customer service practices and principles.

**Required Qualifications:**

- Bachelors or Diploma in any stream.
- At least 1 years of experience in a call center environment. (Fresher's can also apply)

**How to apply:**

Interested candidates please apply by COB 15<sup>th</sup> June 2017 using the online IHAT Application by clicking on <http://ihat.in/vacancies/ihat-up-tsu/> or visit IHAT Vacancy page at [www.ihat.in](http://www.ihat.in). Only complete online applications will be considered.

IHAT provides safe working environment for all its employees; follows the principle of equal opportunity and encourages women applicants. Physically challenged with required skills/knowledge and willing to travel are also encouraged to apply.

We will be following a systematic selection process to fill this position based on experience, competency, suitability, aptitude to work with MNCH interventions and in-depth project knowledge. Only short listed candidates will be invited for further screening process.