

## **About the Organization**

Haqdarshak is a social enterprise working to make welfare schemes more accessible to citizens by creating a multi-state, multi-lingual, mobile technology platform that helps citizens discover, apply for, and benefit from, government and private schemes that they qualify for. They can use the platform through local trained facilitators, the 'Haqdarshaks', as they are called, who are people from the community and working on incentive based model where the income is based on number of citizens assisted in availing benefits of schemes.

Please visit our website [www.haqdarshak.com](http://www.haqdarshak.com) to learn more about the organization.

## **Position – Quality Check Fellow**

**Job Function:** Outbound Calling & Reports

**Skills & Responsibilities:** Primarily, as part of the Haqdarshak team, the following skills and responsibilities shall engulf your role:

- Being part of the central quality check team; need to call and interact with the important stakeholders of HESPL i.e. existing citizens who are beneficiaries of our services, new customers and field-level Operations teams (internal employees and Haqdarshaks).
- Ensure all the quality checks are conducted in an effective and professional manner and in accordance with the established policies and procedures
- Ability to effectively and professionally communicate with persons of all backgrounds
- Maintain a high degree of product knowledge and service expertise.
- Ensure all the given targets are met as per the deadlines with the ability to do multi-tasking.
- Ability to manage high volumes, to do calls in multiple language and work effectively under pressure when required
- Maintain all call logs/voice records with daily reports to the Line Manager & concerned teams
- Understanding of privacy issues and regulations and ability to maintain strict client confidentiality
- Close co-ordination with all verticals of the organization as an effective interface for optimal on-ground implementation.
- Understanding the on-ground impact of various projects across Pan-India
- Staying updated with latest product & service changes of the organization
- Recommend changes to product and services to fulfill the ground needs.
- Work is normally performed in a typical office work environment. However, at times an individual may be required to visit various parts of the projects in the organization.
- Attend and participate in meetings & conferences – online or offline

### Personal Attributes

- The candidate must be energetic; customer oriented attitude; excellent organizational skills; self-motivated and goal oriented.
- Ability to do calls in multiple language (at least two languages). Please specify
- Good communication skills and building rapport over calls over with good verbal & written skills
- Good analytical skills & detail oriented
- Empathetic approach towards helping rural & urban citizens and Haqdarshak
- Serve as the key responsible person & keep peers informed of all activities
- Adhering to organizational protocols and maintaining high level of integrity & neutrality
- Willingness to learn and excel on required skill-set
- Respect for team members & humility must be observed and comply organizational protocol
- Ability to learn and implement best practices

### Qualification & Skills

- Minimum educational qualification – Graduate, however BSW/MSW will be preferred
- Candidate should be tech-savvy – conversant with Gmail and google drive, basic knowledge of computers, proficient in writing professional emails, basic excel knowledge and Internet
- Candidate should have their own Laptop or Desk top
- Proficiency in speaking, reading, writing in minimum of two languages is mandatory – Hindi/ Bengali/ Tamil /Punjabi /Kannad

### Required Work Hours

A minimum of forty hours per week plus additional hours as may be necessary to complete the required tasks / job duties (weekend hours if required)

### Work Experience –

Preference would be given to employees from domestic BPO backgrounds.  
Interest in Social enterprise/NGO/development sector is added preference.

**Job Location** – Pan India (preferably in state capital)

**Remuneration** – Will be competitive as per market standards and in accordance to qualifications and relevant work experience.

If interested, please drop us an email at

[debranjani.basu@haqdarshak.com](mailto:debranjani.basu@haqdarshak.com)/[amit.sawant@haqdarshak.com](mailto:amit.sawant@haqdarshak.com) with your updated CV and a cover letter.