

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 an 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 to learn more about the organization.

Job Function: Team Lead – Outbound Voice Process (Quality Check)

Skills & Responsibilities: We are searching for an experienced domestic voice process candidate to lead a team of 15-20 staff

We are looking for the following skills and responsibilities in your role:

- The candidate must be energetic and self-motivated with a customer oriented attitude.
- Ability to do outbound calls and interact with our existing citizens who are the beneficiary of our services
- Ensure all the staff conducts the quality checks in an effective and professional manner and in accordance with the established procedures
- Constantly monitor and review performance metrics for achievement of objective with working out optimum manpower schedule
- Excellent process knowledge of all the schemes and understanding the on-ground impact of the various projects
- Good knowledge of CRM tool and analytical report building
- Manage and resolve customer complaints, resolve staff queries, escalate major issues to line manager and stay calm in emergencies
- Excellent team management skills to persuade the staff with systematic efforts to get the delegated task completed before the deadline
- Daily monitoring of call logs, DMS, attendance for all the staff and report line manager
- Ability to do multitasking and work effectively under pressure to achieve the deadlines
- Ability to effectively and professionally communicate with persons of all backgrounds
- Ability to do complex data analysis and prepare QC report, build analytical reports and prepare dashboards
- Analyze existing process to increase efficiency and implement best practice sharing
- Understanding of privacy issues and regulations and ability to maintain strict client confidentiality
- Staying updated with latest product & service changes of the organization
- Willingness to travel and conduct field surveys & audits across various projects in the organization
- Attend and participate in meetings & conferences – online or offline

Personal Attributes

- Good communication skills and building rapport over calls over with good verbal & written skills
- Excellent analytical skills with good time management
- Attention to detail and excellent diagnostic skills.
- Serve as the key responsible person & keep peers informed of all activities
- Adhering to organization protocols and maintaining high level of integrity & neutrality
- Urge to make an impact in the social sector
- Honest with high integrity
- Respect for team members & humility must be observed and comply organizational protocol

Qualification, Skills and Experience

- Educational qualification – Minimum graduate, however BSW/MSW will be preferred
- Candidate should be – 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
- 5+ years of experience in relevant field

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)

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/Aman.singh@haqdarshak.com with your updated CV and a cover letter.