



DEPARTMENT OF SOCIAL JUSTICE

Government of Kerala

No. SJD/2497/2020-G5

11/02/2021

RE-NOTIFICATION

The Department of Social Justice, Government of Kerala invites applications from qualified and competent candidates for appointment to various posts **on contract basis at the National Helpline for Senior Citizens**. Interested candidates may apply via **ONLINE** mode only by filling the prescribed application form given in the website of Department of Social Justice Department (swd.kerala.gov.in) or Centre for Management Development (CMD), Thiruvananthapuram (www.cmdkerala.net). The details are given below. The online application submission link will open on **17/02/2021 (09.00 am)**. The last date for submitting online application is **25/02/2021 (05.00 pm)**.

Note: Candidates will have to upload their passport size photograph (taken within six months), signature and copies of certificates proving qualification and experience while submitting the application. The photograph and signature must be in JPEG format. The size of the photograph must be less than 200 KB and the size of the signature should be less than 50 KB. The copies of certificates shall be either in JPEG format or in PDF format, and shall not exceed 3 MB in size.

DETAILS OF POSTS

The details regarding the qualification and experience required, number of vacancies and remuneration are given in the table below

| Sl. No. | Posts to be filled | Qualification | Experience | Essential Skills | Upper Age Limit (as on 01.12.2020) | Monthly Remuneration |
|---------|--|--|--|---|--|----------------------|
| 1. | Team Leader (Connect Centre) <i>(Full Time)</i> <i>No. of vacancies: 01</i> | <ul style="list-style-type: none"> • Any PG/MBA or BE or B Tech or equivalent and related course on handing customer relationship. • More education or diploma to handily helpline in a related field may be preferred | <ul style="list-style-type: none"> • Experience in working as Program Manager in any state-level programs not less than 2 years • Proven experience as call centre manager or similar position for 5 years. • Experience of working in projects involving linkages with NGOs and government. • Preferably experience on working with elderly focused programs in partnership with Government. Local NGOs or CBOs | <ul style="list-style-type: none"> • Fluency in English Hindi and local Language with excellence verbal and writing skills. • Proficient in MS Office and call centre equipment software programs. • Strong coaching and leadership skills, ability to motivate employees. • Proficiency with the necessary technology, including computers, software applications, phone systems etc. • Strong Communications and presentations skills. • Experience of quality reporting and documentation • Experience with training highly desirable • Ability to travel frequently within the state. • Ability to multitask and remain under pressure, especially during peak hours or intense situations | 40 years | Rs. 35,000 |

| Sl. No. | Posts to be filled | Qualification | Experience | Essential Skills | Upper Age Limit (as on 01.12.2020) | Monthly Remuneration |
|----------------|---|--|---|---|---|-----------------------------|
| 6. | Quality Leader (Full Time) No. of vacancies: 01 | <ul style="list-style-type: none"> Masters or Graduation in any field | <ul style="list-style-type: none"> Experience in working as a Quality analyst in any call centre operations not less than 2 years Experience of working in call centre operations not less than 5 years | <ul style="list-style-type: none"> Fluency in English, Hindi and local language with excellent verbal and writing skills. Proficiency in MS Office and efficient in preparing quality PPTs. Reports & Documentation. Strong coaching and leadership ability to motivate employees Proficient with necessary-technology-computing and software application skill and phone system etc. Strong communications, telephonic etiquette and presentation skills. Experience with training highly desirable Listening skills Patience and politeness with elderly persons Ability to multitask and remain calm under pressure especially during peak hours or intense situations. | 40 years | Rs. 25,000 |

- Only post qualification work experience of the candidate until 01.02.2021 will be considered.

Note:

It shall be noted that admittance to various stages of the recruitment will be provisional only, and will not confer any claim unless various other conditions of selection processes are satisfied. Detailed scrutiny of the applications/credentials will be conducted before interview/appointment. Any discrepancy found during the detailed scrutiny will result in the rejection of the candidature.

The Department of Social Justice, GoK reserves the right to shortlist only a limited number of candidates for test/group discussion/interview, as the case may be for the post, based on marks secured in their qualifying examination and years of relevant experience. Candidates should clearly mention the marks scored in their qualifying examination in the application. The conversion of grade/CGPA to percentage would be based on the procedure certified by the University from where they have obtained the degree. The onus of proving the conversion from grade/CGPA to percentage of marks would rest with the candidate.

Canvassing in any form will lead to disqualification. In the event of any information provided by the candidate being found false or incorrect at any stage, their candidature/appointment is liable to be cancelled/terminated without any notice. The Department of Social Justice reserves the right to fill or not to fill the post advertised.
