

Position: Team Leader - Call Centre

Location: Chandigarh

Assignment Duration: 6 months (Extendable based on requirement)

No. of Positions: 1

About Pinaca India

Pinaca provides public policy and communications consultancy to Governments, Civil Administrations, Think Tanks, and Civil Society Organisations and Movements. Our ingenious research and innovative, multi-disciplinary approach help us conceive, create and manage informed and inspired campaigns and policies.

About the Role

Pinaca India is working on a project with a political party in Punjab to facilitate better electoral performance through a people centric, responsive and responsible campaign.

Key Responsibilities

The incumbent will undertake the following:

- Develop a calling schedule and monitor its adherence.
- Supervise the work of the telecallers and provide guidance wherever necessary.
- Ensure that reports are generated and submitted to the concerned stakeholders on time.
- Train the telecallers for effective delivery of calling services and provide feedback from time to time.
- Answer queries and provide information wherever telecallers are unable to and undertake damage control, if need be.
- Ensure quality of output and develop strategies to achieve the desired goals.
- Serve as a link between the top management and the telecallers; inform them of the latest developments.
- Manage administration, communicate and coordinate with internal departments.
- Obtain and evaluate all relevant data.
- Complete additional assigned tasks as required.

Required Qualification and Experience

- 12th pass / Diploma / Bachelor's degree in any field with basic IT skills is preferred.
- Minimum 3 years of work experience as call centre agent or equivalent training required.

Skills Required

- Ability to handle information of a confidential nature
- Good quantitative skills; ability to produce reports
- Excellent spoken and written communication skills in English, Hindi and Punjabi
- Strong working skills in using MS Office, official use of computers and IT
- Ability to react effectively and calmly in emergencies
- Excellent ability to perform repetitive tasks with a high degree of accuracy

- Ability to own work streams with minimal supervision.
- Ability to prioritize and deliver on tight deadlines.
- Adept at monitoring, reporting and coordinating with people.

Compensation

Remuneration shall be commensurate with the candidate's experience levels.