

Job Description – Help Desk

Designation	Help Desk
Location	District Office
Employment type	Renewable fixed term contract
Report to	District Manager and District Program Officer
Direct reportees	None

Organization Background

Foundation to Educate Girls Globally (www.educategirls.ngo) is holistically tackling issues at the root cause of gender inequality in India's education system. Our comprehensive model reforms government schools through community ownership and reaches up to 90% enrolment, higher attendance and improved learning outcomes for all girls. Founded in 2007, the non-governmental organization has a management and outreach office in Mumbai and operations in Pali, Jalore, Sirohi, Ajmer, Bundi, Rajsamand, Bhilwara, Udaipur, and Jhalawar in Rajasthan and Jhabua in Madhya Pradesh. At this period, the organization is set to grow, and expand its reach of services beyond Rajasthan. As such, we have committed to launching interventions in multiple new geographies across India over the coming 3 years.

Role Overview

A Helpdesk associate has to track the progress of project and provide guidance, support and help to field staff both directly and indirectly.

Key Areas of Responsibility:

- Create overall monitoring and research strategy.
- Supervise all monitoring and research related activities to ensure quality.

Job Responsibilities:

- Collection of information
- Tracking the enhancement of work on the field
- Ensure better circulation of information within the organization and between the organization and its stakeholders (75% of time allocated)
- Receive information or request from stakeholders (Schools, Teachers, Field Staff, Team Balika)
- Keep calls records of all information
- Update existing data by tele-calls
- Maintain report and files
- Keep and Maintain organization press- book
- Help to maintain records
- Share all information with team members as required
- Provide support to all departments as required

Constraint:

- Assist programme team when needed
- Support the field staff in their field work whenever required

Education and other required qualifications/experience/skills for the job:

- Make and keep records
- Effective communication
- Use Ms Word, Ms Excel, PowerPoint
- Know the fundamental rules of practice of tele callers
- Organized and Punctual
- Responsivity
- Communicative
- Open-minded

TO APPLY

Interested candidates with relevant experience are to e-mail their **CVs and covering letters** to jobs@educategirls.ngo

IMP:

- Please clearly state **the role and district** that you are applying for in the email subject line.
- Please clearly mention **current/last drawn compensation** and expected compensation.

For further details about organisation please visit www.educategirls.ngo

