

<b>Key Position Information:</b>	
Job Title	Helpdesk Operator
Department	Operations
Position Location	District
Type of Agreement	Renewable fixed-term contract
Position Reporting	District Training Officer
Position Reportees	
Position Level	Junior

### **Educate Girls – An Overview:**

Vision- We aim to achieve behavioural, social and economic transformation for all girls towards an India where all children have equal opportunities to access quality education.

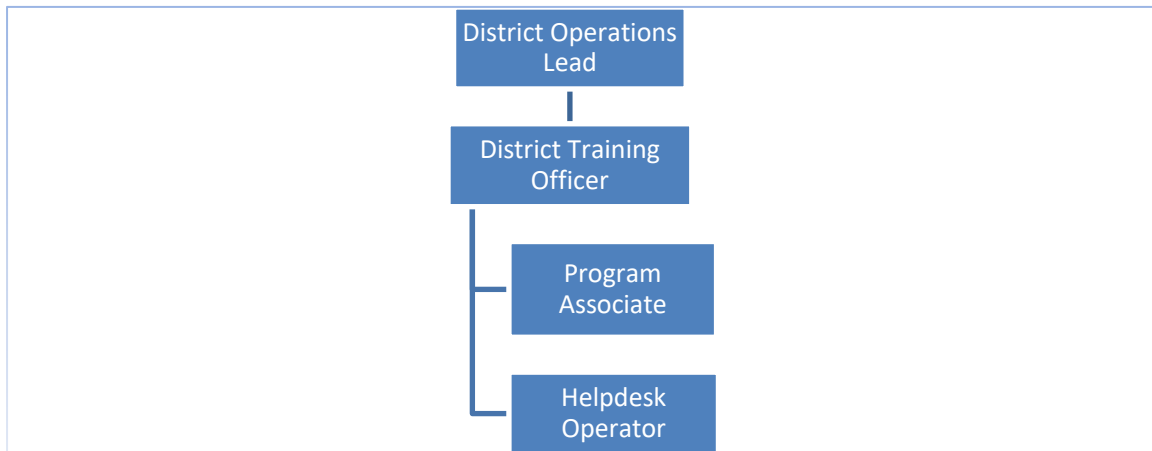
Background- Educate Girls (a project of 'Foundation to Educate Girls Globally') is a non-profit organization that focuses on mobilizing communities for girls' education in India's rural and educationally backward areas. Strongly aligned with 'Right to Education Act' or the 'Samagra Shiksha' the organization is committed to the Government's vision to improve access to primary education for children, especially young girls. Educate Girls currently operates successfully in over 20,000+ villages in Rajasthan, Madhya Pradesh and Uttar Pradesh. By leveraging the Government's existing investment in schools and by engaging with a huge base of community volunteers, Educate Girls helps to identify, enrol and retain out-of-school girls and to improve foundational skills in literacy and numeracy for all children (both girls and boys). This helps deliver measurable results to a large number of children and avoids parallel delivery of Services.

We are at [www.educategirls.ngo](http://www.educategirls.ngo) for detailed information on our vision, mission and programs.

### **Position Overview:**

The Helpdesk Operator plays a key role in tracking the progress of project activity of district and providing guidance, support and help to field staff and volunteers (*Team Balika*) both directly and indirectly.

## Position in the Organogram:



## Position Key Responsibilities:

### Communication with volunteer and other stakeholders of community

- Collection of information from field.
- 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) through phone calls.
- Receive information on request from stakeholders (Schools, Teachers, Field Staff, Team Balika).
- Share all information with team members as required

### Documentation

- Keep calls records of all information digital/hard.
- Update existing data by tele-calls.
- Support to maintain the training data on PMS.
- Maintain report and files
- Keep and Maintain organization press- book.
- Help to maintain records
- Maintain the Team *Balika* record.
- Documentation of trainings on PMS & reporting

### Liaison & Support

- Support in volunteer management
- Provide support to all departments as required
- Assist program team when needed
- Support the field staff in their field work whenever required.

### **Desired Incumbent Profile:**

**Personality:** Self-driven, result-oriented with a positive outlook and a clear focus on high quality output. Excellent conceptual and analytical skills. Proactive approach to problem-solving with strong decision-making capability. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. Very strong interpersonal skills and the ability to build relationships with multiple stakeholders. Empathic communicator, ability to see things from the other person's point of view. Ability to get along with variety of individuals and a team-player.

**Work Life Balance:** Must be mature and domestically secure. Able to manage travel (4-5 days per month as per need) without upsetting domestic situation. Able to work extended hours on occasions when required.

**Technology skills:** Must be adept in use of MS Office, particularly Excel and Word, and ideally Access or similar database to basic level, Internet and email. Open for learning and adapting to new technologies being introduced in the organization.

### **Specific Job Skills & Values:**

- Sound contextual knowledge of local issues, organizational relationships, social and cultural constraints and realities, and environmental conditions, Right to Education, Child Psychology, and Community Motivation
- Demonstrated ability to cultivate relationships, collaborate with individuals in a culturally diverse setting and build consensus.
- Ability to multitask and perform under stress situation
- Ability to treat people equally irrespective of gender
- Integrity towards the work and ability to “know & do” what is right
- Working effectively and inclusively with a range of people both within and outside of the organization
- Ability to communicate effectively with a wide range of audiences at local, state and national levels.
- Strong organizational skills and ability to effectively handle multiple tasks and meet strict deadlines.
- Commitment to working through systems of community participation and accountability
- Good effective communication skills
- Good understanding of EG program
- Efficient at Data handling & data management. Flair for organised Record keeping.

### **Adherence to Code of Conduct & EG Policies:**

All existing & new employees shall ensure that they at all times act in compliance with EG’s laid down Code of Conduct & adhere to all Policies of EG, including but not limited to Workplace Harassment Policy, Sexual Harassment Prevention and Redressal Policy, Child Protection Policy, Code of Conduct Policy, Whistleblower Policy, Work from Home Policy, Diversity and Inclusion Policy etc. EG has a zero-tolerance policy for all forms of discrimination.

### **Preferred Education Background:**

- Graduate /Masters in Social work/Diploma in Social Work
- Fluent in Hindi and local dialect and basic knowledge of English

### **Preferred Work Experience:**

- Fresher / 6 months of experience in education, skill development, livelihood or innovative projects.

**Desired Competencies-**

<b>Strategic Thinking</b> – Think big yet act focused	<b>Taking Ownership</b> – Feel responsible & accountable	<b>Analytical Thinking</b> – Stay true to your data
<b>Developing Talent</b> – Growing and taking people together		<b>Ensuring Alignment</b> – Think differently but work together