



Help Desk Associate

Department: Program
Location: Bihar
Level: L7

Information Links

www.educategirls.ngo

[Educate Girls receives the 2025 Ramon Magsaysay Award](#)

[Founder Safeena's TED Talk , April 2019](#)

[2023 WISE Prize in Education](#)

[Worlds First Development Impact Bond in Education](#)

[First TED Audacious Project to be chosen from Asia](#)



Join Us in Transforming Lives:

Educate Girls is an award-winning non-profit working to ensure that every girl in India's rural and educationally marginalised communities has access to quality education.

In 2025, **Educate Girls became the first Indian organisation to receive the Ramon Magsaysay Award, Asia's highest honour.**

Since 2007, we have partnered with state governments and local communities to identify out-of-school girls, support their enrolment and retention, and strengthen foundational learning for all children. Our second-chance program also helps adolescent girls and young women complete their Grade 10 and 12 educations while building life skills and agency.

With a network of more than 55,000 community volunteers, Educate Girls has enrolled over 20 lakhs girls and improved learning outcomes for over 24 lakh children across 30,000 villages in Rajasthan, Madhya Pradesh, Uttar Pradesh, and Bihar.

Over the next 10 years, Educate Girls aims to impact 10 million learners by:

- Continuing 'Vidya', our Back-to-School Program, which identifies out-of-school girls (ages 6-14), supports enrolment and retention in government schools and strengthens foundational learning and life skills.
- Scaling up India's largest second-chance education initiative 'Pragati', targeting adolescent girls and young women (ages 15-29) who drop out due to societal barriers & systemic gaps and are now ineligible for formal schooling. Pragati delivers village-based learning camps to build life skills, enhance agency and enable learners to earn their Grade 10 certifications through State Open Schools.
- Strengthening open schooling systems in 12 states through Technical Assistance Units (TAUs) in partnership with the government. These units focus on improving access to and the quality of State Open Schools to support learners in the Pragati program.
- Together, these programs embody our mission to ensure that every girl is included, educated, and empowered - driving lasting transformation in education and gender equity across India

Job Profile

Scope and Overview of the role

The Helpdesk Assistant is responsible for handling all inbound and outbound calls for the Pragati Helpdesk. The role ensures timely resolution of Learner, Prerak's and other's queries, accurate documentation, sensitive case handling, follow-ups, and strict adherence to confidentiality and safeguarding protocols.

The position requires strong communication skills, empathy, attention to detail, and the ability to work with MS office and computer.

Key Areas of Responsibility

A. Call Handling & Case Management

- Receive and manage all inbound calls through Toll-Free / IVRS systems.
- Record caller details, case category and call summary in Survey CTO / IVRS.
- Provide first-level resolution using approved FAQs and call scripts.
- Tag all cases as Resolved / Unresolved / Follow-up / Escalated.
- Ensure case closure only after confirmation from the stakeholder.

B. Program-Driven Outbound Monitoring & Follow-ups

- Conduct outbound calls to learners, Prerak's and community members based on monthly program monitoring targets.
- Verify attendance, enrolment, exam readiness, retention risks and participation in Pragati activities.
- Collect structured feedback using standard formats and document findings accurately.

C. Reporting

- Prepare and submit Daily Operations Summaries highlighting call volumes, key issues, and escalations.
- Develop Weekly and Monthly Reports capturing trends, insights, risks, and actionable recommendations.
- Support program teams with data-based insights to improve implementation and decision-making.

D. Field Visits, CAMP / Program Monitoring

- Conduct quarterly district field visits to cross-verify call data with ground realities.
- Participate in CAMP / Program Monitoring visits.
- Submit structured field visit and validation reports.

E. Documentation, Form Development & System Strengthening

- Maintain accurate call logs and case records in IVRS / Survey CTO.
- Support to design and update
 - Call logging formats
 - Monitoring & audit forms
 - Feedback & grievance formats



- Coordinate with team for testing and rollout of updated forms.

Educational Qualification

- Graduate in any discipline (Social Sciences preferred).

Experience

- 2+ years of experience in in surveys, monitoring work, or community / NGO programs Minimum

Preferred Skills

- Fluency in Hindi and basic English with reading and writing ability.
- Proficiency in MS Office and Computer Skills.
- Communication Skills -Strong communication, active listening, and documentation skills.
- Patience- Patience while handling repeated, complex, or difficult calls.
- Problem-Solving - Ability to analyse issues and provide clear, simple solutions.
- Integrity & Accuracy - High level of confidentiality, accuracy, and professional responsibility.
- Empathy & Courtesy - Empathy and courteous behaviour while interacting with callers.