

Kudumbashree NRO Selection of Personnel – 2023

Kudumbashree – State Poverty Eradication Mission is a National Resource Organization (NRO). For providing technical and implementation support to other States in India as part of DAY-NRLM. As the NRO, Kudumbashree will share its expertise and best practices with other States and help them develop interventions in the following domains.

- Convergence between local governments and community organisations
- Community-based enterprise support

Kudumbashree-NRO is currently supporting 24 States. More details of the work of the KS-NRO can be had at www.kudumbashreenro.org

Kudumbashree-NRO calls for applications from interested persons for positions listed below. General conditions of application and format for application are provided.

Positions for which applications are invited:

1. First Line Support Assistant.

Job Description:

The positions are for First Line Support Assistant. The First Line Support Assistant (Helpdesk Agent) is part of the VPRP support team. This role serves as the first point of contact for Block level employees and above only for all in scope activities.

The role of the Help desk Agent is to assist end users, provide troubleshooting and resolution or transfer different type of Incidents (and/or service requests) to appropriate resolver groups as per instructions provided. The Help Desk Agent will be required to interact with customers across India (through multiple support mediums) and provide issue resolution / right responses, in a positive and professional manner.

The Help Desk Agent is expected to:

- Answer queries in prompt and professional manner
- Collaborate with other resolver groups to identify solutions that foster first call resolution
- Fulfil Service Requests and Escalate Incidents to relevant support workgroups – initially use the SoP
- Be proactive & anticipate issues or situations which impact service availability and critical response time, and recommend necessary mitigation steps escalating to management's attention, where appropriate
- Follow training plans, requirements and schedules as outlined by management
- Coordinate with the technical team from NRO and NRLM for resolving issues and managing further requirement of States.

Educational Qualifications:

- Graduate Degree in any discipline

Personal skills and qualities:

- Excellent verbal and written communication skills on the specified language/s
- Exceptional Probing and Analytical Skills
- Very good interpersonal skills and ability to work in a team environment
- Excellent Logical thinking, proactive mindset, problem solving and decision-making skills
- Ability to prioritize as well as perform multiple tasks with minimal direction
- Strong focus on service quality
- Willingness to learn new technologies and develop new skills

Technical skills:

- Knowledge of using Zoom/Google meet/Microsoft teams
- Knowledge of using excel and the developed user management system

Expected Remuneration

Rs. 30,000 / month

Terms of appointment

The appointment to all the above position shall be for a period of Six months. The contract may be renewed, subject to review of load of the work and support sought by states. Consolidated monthly remuneration fixed according to the pay details as approved will be paid.

Selection Process

The applicants will be selected through a multi-stage selection process:

1. Short-listing of suitable candidates based on review of application in the prescribed format
2. Group Discussions, Presentations and/or Personal Interviews for final selection

Submission of applications

Applications for the positions will consist of the following.

1. Cover Letter
2. Application in the given format
3. Copy of Curriculum Vitae

Completed applications super scribed with “ **Application for the post of (specify post applied for)” in Kudumbashree-NRO**”, is to be received at the following address on or before **5 pm on 5th November 2023**.

Address to submit applications:

**The Executive Director, Kudumbashree NRO, III Floor , Carmel Towers,
Vazhuthacaud P O Thiruvananthapuram, Kerala 695014**

Completed signed applications may also be submitted through email to keralanro@gmail.com and keralanrorecruitment@gmail.com

Note:

- Only applications complete in all respects will be considered. Cover letter, Application in the given format and copy of CV should be submitted together and should be signed by the applicant.
- Submissions through e-mail should be in pdf format and all documents should carry the signature of the applicant
- No supporting document is to be provided along with the application. Applicant may provide authenticated copies of certificates & credentials when asked for, and make available originals for verification.
- No enquiries related to the Selection process will be entertained.

Sd/-

**Executive Director
Kudumbashree**

Kudumbashree – National Resource Organization (NRO)

Selection of Personnel

Format for Application

(All sections are to be filled in. Incomplete applications will be summarily rejected)

Position Applied For: _____

1. **Name:**
2. **Father's Name:**
3. **Sex:**
4. **Date Of Birth:**
5. **Permanent Address:**
6. **Address For Correspondence (with Pin Code):**

E-Mail:

Mobile No.:

7. **Educational Qualification:***(in reverse order – last degree first; provide information up to High School level)*

Degree/Diploma Certificate	Year	College/ Institute	Board/University/ Institution	Subjects	Division/ Marks/ GPA

8. **Work Experience:** *(in reverse chronological order – latest first):*

Sl. No.	Name Of Organisation	Designation	Tenure	Responsibility/Assignment	Achievements

9. **Language Proficiency:***(Indicate level of proficiency in languages as Native/Proficient/ Working)*

Language	Read	Write	Speak

10. **Computer Proficiency:**

11. **Suitability of the applicant to the position applied:** *(Please write a brief note not exceeding 500 words as to why the applicant considers her/himself suitable for the position applied for. Use separate sheet if required)*

12. **Any other information relevant to position applied for:***that applicant may like to add*

13. **References** – *Give contact details of two persons who can provide reference on the candidate. One referee shall be the reporting officer of the applicant in her/his latest job*

Name and Designation	Contact Address (Postal)	
		Tel. No: _____ E- Mail: _____
		Tel. No: _____ E- Mail: _____

Undertaking by the Applicant

The information provided above is true, accurate and complete in all respects. As part of the procedure for processing the application, my personal and employment references may be checked. If it is found later that any of the facts has been misrepresented or omitted on this application, I may be summarily discharged from the job. Authenticated copies of certificates and credentials to substantiate claims made in this application will be provided when asked for and originals will be produced for verification.

I understand and agree to the information shown above.

Date:

Name:

Place:

Signature: