

Details of Qualification, Job Roles and Responsibilities

Name of post	Required Qualification and Experience	Desired Skills	Roles and Responsibilities
Communication Officer (CO)	<ul style="list-style-type: none"> ➤ Graduate with proficiency in Hindi. ➤ Understanding of English and other local dialects of Haryana. ➤ Proficiency in knowledge of office suites, simple computer application and internet etc. ➤ 3-6 months talking experience in police call centre/ BPO operations ➤ Age: Max. 35 years 	<ul style="list-style-type: none"> ➤ Soft spoken ➤ Active listening and understands the situation of other person ➤ Show empathy while conversing with person in distress. ➤ Excellent oral and written communication skills ➤ Strong interpersonal skills ➤ Trained on process flows and call centre operations ➤ IT skills 	<ul style="list-style-type: none"> ➤ Answer all incoming calls ➤ Collect primary information from the caller with regards to name, address, contact details and type of emergency ➤ Should be able to take minimum 25 words per minute ➤ Interact and understand the message effectively ➤ Enter all information into the computer-aided dispatch system (CAD) ➤ After collecting primary information, forward screen and voice to Dispatch officer (DO) ➤ Adhere to SLAs ➤ Deliver quality service to callers ➤ Strictly follow SOPs ➤ Responsible for taking feedback from callers on a rating scale of 1 to 5. ➤ Should make outbound calls to citizens in case of call drop, feedback or to seek any information etc. (Interactive caller) ➤ Should respond to SMS, emails and other inputs channel. (Non- voice CO)
Salary	Consolidated Rs. 15,000/- per month		