



COFFEE BOARD
Coffee Krishi Taranga
#1, Dr. B.R.Ambedkar Veedhi, Bengaluru - 560001. Ph:080-22386290,
cbf.coffeeboard@gmail.com

EXTN/Tech.Cell/PAD-19E/2023-24/08

Date: 19th September 2024

CALL FOR APPLICATIONS
FOR THE POST OF CALL CENTER OPERATOR

The Coffee Krishi Taranga (CKT) Service was launched in 2018 by the Coffee Board of India (CBI) with the support of Precision Development (PxD) to provide an evidence-based digital extension platform that is both cost effective and scalable. This service provides voice advisories to coffee farmers in Karnataka, Kerala, Andhra Pradesh and Tamil Nadu through a two way IVR system. CKT has registered over ~130,000 farmers in total.

The above-mentioned project seeks to engage one (1) technically qualified person as a ‘Call Center Operator’ to coordinate the enrollment of farmers and training of farmers on the service. The responsibilities will include the following

- a. Collecting farmer information remotely
- b. Adhering to data quality guidelines
- c. Compilation and submission of data when required
- d. Any other related task as assigned

The call center operator would report directly to the Program Manager and would be based out of the **Coffee Board’s head office in Bangalore.**

Engagement duration: Eleven (11) months from the date of the offer letter indicating the selection.

Desired Qualifications and Experience: To fulfill their work requirements adequately, the candidate should meet the following requirements:



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- a. A Bachelor's degree in any field is mandatory.
- b. Proficient communication skills in Tamil and English.
- c. Knowledge of Kannada language preferred, but not mandatory
- d. Prior call-centre experience preferred, but not mandatory
- e. Proficient in basic computer skills (Windows OS, MS Word), familiarity with ODK/Kobo/SurveyCTO (other survey tools) is a plus.
- f. Detail-oriented and self-motivated.

Remuneration

The consolidated remuneration for the said position will be **Rs 18,000/- (Rupees Eighteen Thousand only) per month**. Upon completing the first eleven months, the ad-hoc engagement could be extended further based on a performance appraisal. At any point in time, the selected candidates shall not have any Locus standi to claim permanency in Coffee Board or in the Government of Karnataka

Application Procedure

Interested candidates are requested to fill this Google Survey Form [_](https://forms.gle/63TyqpbuG22qTZtPA)
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The last date and time for filling the Form is 30th September 2024, 4.00 P.M