Terms of Reference for Manager Strategy and Planning

Background

The Government of the Punjab developed the Education Sector Plan in 2019 and for the implementation of this plan, a grant was provided by the Global Partnership for Education (GPE). This grant is being implemented under the 'Transformation in Access, Learning, Equity and Education Management (TALEEM)' Programme with the assistance of UNICEF as Grant Agent. The Taleem Programme will focus on key thematic areas across the education sector. Under the programme, PMIU-PESRP is the project Secretariat and a Taleem Cell is established at PMIU-PESRP to implement the activities. For the purpose, PMIU is intending to hire the services of Professionals/Experts in the relevant areas for implementation of the project in true spirit. The services of Manager Strategy and Planning is required to oversee the design, planning and execution of activities in the Taleem Programme.

TERMS OF REFERENCE

The Manager Strategy and Planning will oversee the design of activities under each component, will work with the Manager Implementation in planning, strategizing and mobilization of teams for conduction of activities and will report to Programme Director (PD), PMIU-PESRP. He / She will support the component officers in identifying governance related issues and/or potential issues and lobby at the relevant channels for timely approvals. The Manager will represent the Taleem Cell during project steering committees and ensure that all decisions are embedded into the Work Plans in a timely manner. He / She will oversee the development of timelines for the annual work plan.

Job Description

The duties and responsibilities of the Manager Strategy and Planning will include but are not limited to the following:

1. Oversee all project activities, from substantive, administrative and financial points of view, applying strategic planning of project activities.

2. Provide guidance and recommendation required for the planning, management and successful implementation of the Project.

3. Provide direction and leadership in advocating project objectives and in ensuring that all interested parties are well informed about the project activities and goals.

4. Review all the project related activities regularly by holding meetings with concerned team.

5. Provide planning support for relevant field activities as per project's requirements.

6. Develop synergies and establish working relations with all stakeholders to effectively meet timelines for project deadlines.

7. Liaise effectively with other sub departments and entities within SED for planning and strategizing all project activities to effectively meet timelines.

8. Support the Taleem Cell in PMIU in creating an enabling environment for evidence-based decision.

9. Provide support to the wider PMIU team on initiatives related to Taleem Programme.

10. Perform any other task required for the successful implementation of the Taleem programme, as assigned by the competent authority.

Skills

▪ Strong and demonstrated capacity for planning, organization, and management with excellent reporting and coordination skills.

- Ability to work in a team, develop synergies and establish effective working relations with various stakeholders.
- Strong interpersonal and communications skills, resourcefulness, initiative, tact and ability to cope with challenging situations.
- Written and oral fluency in the English language.
- Proficient in using MS Office (Word, & Power Point).

Terms of Reference of Associate (Monitoring)

Background

The Government of the Punjab developed the Education Sector Plan in 2019 and for the implementation of this plan, a grant was provided by the Global Partnership for Education (GPE). This grant is being implemented under the 'Transformation in Access, Learning, Equity and Education Management (TALEEM)' Programme with the assistance of UNICEF as Grant Agent. The Taleem Programme will focus on key thematic areas across the education sector. Under the programme, PMIU-PESRP is the project Secretariat and a Taleem Cell is established at PMIU- PESRP to implement the activities. Given the diverse areas of implementation of the programme, a robust Monitoring & Evaluation framework is required to ensure quality of service delivery and to maintain the timelines and enable smooth implementation of the programme. For this, an Associate for monitoring is required to assist with development and implementation of the framework for M&E under the Taleem Programme.

TERMS OF REFERENCE

He/She will work in close coordination with the relevant teams under the TALEEM Cell and will report to Program Officer M&E. Responsibilities will include assisting with developing a monitoring framework for the Taleem Programme, creating monitoring linkages between components and departments. The associate will work towards ensuring a cohesive reporting system for data collected using the monitoring framework. He/She will assist in gauging the impact of individual interventions and to ensure that the targets set in the Taleem Programme are being actively achieved. The associate will help in identifying gaps in data collection in a timely manner and provide solutions. He/She will also analyze the data sets to identify trends and anomalies.

Scope of Functions
1. Assist M&E team to develop the M&E Framework for the interventions under the Taleem Programme.
2. Prepare Log-frames, Monitoring Plans and relevant documents for data-collection processes, for tracking and monitoring of activities for Taleem Programme and provide suggestions to Program Officer.
3. Keep all relevant documents updated, in accordance with project activities and timeframes, as relevant.
4. Work on agreed upon key performance indicators for developing monitoring tools and a systematic M&E dashboard/reporting mechanism.
5. Work on execution of the collection and use of data for project activities e.g.

teacher training databases, identification of OOSC, linkages between SED, SpEd and LNFBE etc.

6. Ensure effective communication of data to delivery teams
7. Undertake regular monitoring visits to project districts to monitor the progress of the project, as and when required.

8. Track progress of the Components under Taleem Programme as per work plans, identify lags and issues, and suggest management on corrective actions needed to ensure timely achievement of milestones and deliverables.
9. Conduct primary and secondary data analysis and develop high quality reports to inform project leads in timely manner on project delivery and progress
10. Support with identification and documentation of lessons learnt from monitoring, routine data collection.
11. Support with the development of ToRs for procurement of consultancy services for surveys, assessments including Mid/End-Term evaluations, operations review (spot checks and process evaluation)
12. Provide support to the wider Monitoring and Evaluation Team at PMIU (such as designing a robust monitoring mechanism, etc.) related to School Education in Punjab Province, as per need.
13. Work in close coordination with all involved departments and sub-departments to ensure alignment, timely availability, and accuracy of data on all related indicators.
14. Perform any other task as assigned by the lead.

TERMS OF REFERENCE

Support Consultant Finance

under TALEEM Programme at PMIU-PESRP

Objective & Background

The Punjab Education Sector Programme Implementation Grant (ESPIG), supported by the Global Partnership for Education (GPE), empowers the TALEEM Programme to revolutionize access, learning outcomes, equity, and education management. PMIU-PESRP serves as the secretariat and implementing agency for the TALEEM Programme, responsible for managing, monitoring, and ensuring the successful execution of this significant educational initiative in Punjab.

TALEEM Cell has been established and equipped with necessary human resource of Managers, Programme Officers, and Associates for successful implementation of the various components of TALEEM Programme. To further strengthen the HR capacity for smooth implementation of the Program, PMIU PESRP intends to engage the services of Support Consultant Finance.

Responsibilities:

The support Consultant Finance will work under the direct supervision of Manager Finance TALEEM and shall be responsible for;

- Assisting in preparation of reconciliation statements and resolving any discrepancies between internal records and bank transactions
- Assisting in preparation of financial reports, budgets, and forecasts by gathering relevant financial data.
- Generate financial reports as required by the Management and the Grant Agent
- Perform various administrative duties.
- Any task assigned by the Management

Requirements:

- At least Bachelor degree or equivalent education from recognized university by the Higher Education Commission (HEC)
- At least two (02) years post qualification experience in public or private sector. Previous experience of working in Donor Assisted Projects will be give due weightage.
- Knowledge of basic accounting principles.
- Excellent communication skills, both written and verbal.
- Ability to work independently and as part of a team.
- Knowledge of relevant financial regulations and compliance.
- Proficiency in Microsoft Office

Support Consultant Procurement

under TALEEM Programme at PMIU-PESRP

Objective & Background

The Punjab Education Sector Programme Implementation Grant (ESPIG), supported by the Global Partnership for Education (GPE), empowers the TALEEM Programme to revolutionize access, learning outcomes, equity, and education management. PMIU-PESRP serves as the secretariat and implementing agency for the TALEEM Programme, responsible for managing, monitoring, and ensuring the successful execution of this significant educational initiative in Punjab.

TALEEM Cell has been established and equipped with necessary human resource of Managers, Programme Officers, and Associates for successful implementation of the various components of TALEEM Programme. To further strengthen the HR capacity for smooth implementation of the Program, PMIU PESRP intends to engage the services of Support Consultant Procurement.

Responsibilities:

The support Consultant Procurement will work under the direct supervision of Manager Procurement & Contracts TALEEM and shall be responsible for;

- Assisting in preparation & publication of bid documents, RFPs, RFQs, EOIs and tender notices etc.
- Assisting in evaluating and assessing bids and supplier performance, quality, and reliability.
- Maintenance and organizing procurement documents, contracts, and records.
- Ensure proper filing and record-keeping of procurement & contracts for audits and compliance.
- Ensure adherence to procurement policies and government regulations.
- Any other task assigned by the Management.

Requirements:

- At least Bachelor's degree from a recognized university by the Higher Education Commission (HEC)
- At least two (02) years post qualification experience in public or private sector
- Experience with the Donors funded project or similar project will be given preference.
- Knowledge of procurement principles, procedures, and best practices.
- Strong organizational skills and attention to detail.
- Excellent communication skills, both written and verbal.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office

TERMS OF REFERENCE

Support Consultant Implementation & Coordination

under TALEEM Programme at PMIU-PESRP

Objective & Background

The Punjab Education Sector Programme Implementation Grant (ESPIG), supported by the Global Partnership for Education (GPE), empowers the TALEEM Programme to revolutionize access, learning outcomes, equity, and education management. PMIU-PESRP serves as the secretariat and implementing agency for the TALEEM Programme, responsible for managing, monitoring, and ensuring the successful execution of this significant educational initiative in Punjab.

TALEEM Cell has been established and equipped with necessary human resource of Managers, Programme Officers, and Associates for successful implementation of the various components of TALEEM Programme. To further strengthen the HR capacity for smooth implementation of the Program, PMIU PESRP intends to engage the services of Support Consultant Implementation & Coordination.

Responsibilities:

The support Consultant Implementation & Coordination will work under the direct supervision of Manager I&C TALEEM and shall be responsible for;

- Assisting in coordination with Program Implementation Agencies, Field Offices and other stakeholders.
- Assisting in organization of meetings, taking minutes, managing invites and other related tasks
- Assisting in official communications & correspondence with the stakeholders, maintain and organize project files, records, and documentation, ensuring that all necessary materials are readily accessible.
- Prepare and generate reports on project or event status, milestones, and key performance indicators for management review.
- Any other task assigned by the management.

Requirements:

- At least, Bachelor degree or equivalent from recognized university by the Higher Education Commission (HEC)
- Strong organizational & management skills and attention to detail
- Excellent communication skills, both written and verbal
- Ability to multitask, prioritize, and adapt in a fast-paced environment
- At least two (02) years post qualification experience in public or private sector
- Experience with the Donors funded project or similar project will be given preference.
- Proficiency in Microsoft Office

TERMS OF REFERENCE

Support Consultant Planning

under TALEEM Programme at PMIU-PESRP

Objective & Background

The Punjab Education Sector Programme Implementation Grant (ESPIG), supported by the Global Partnership for Education (GPE), empowers the TALEEM Programme to revolutionize access, learning outcomes, equity, and education management. PMIU-PESRP serves as the secretariat and implementing agency for the TALEEM Programme, responsible for managing, monitoring, and ensuring the successful execution of this significant educational initiative in Punjab.

TALEEM Cell has been established and equipped with necessary human resource of Managers, Programme Officers, and Associates for successful implementation of the various components of TALEEM Programme. To further strengthen the HR capacity for smooth implementation of the Program, PMIU PESRP intends to engage the services of Support Consultant Planning.

Responsibilities:

The support Consultant Planning will work under the direct supervision of Manager Strategy & Planning TALEEM and shall be responsible for;

- Assisting in activity planning, strategizing and design of project components and allied activities.
- Act as a liaison between different teams, departments, or external stakeholders, facilitating effective information flow.
- Prepare activity matrixes, Gantt charts, workplans and any other planning documentation as required by the Manager S&P.
- Maintain and organize project files, records, and documentation, ensuring that all necessary materials are readily accessible.
- Any other task assigned by the management

Requirements

- At least, Bachelor degree or equivalent education from recognized university by the Higher Education Commission (HEC)
- Strong organizational skills and attention to detail.
- Excellent communication skills, both written and verbal.
- Ability to multitask, prioritize, and adapt in a dynamic and fast-paced environment.
- At least two (02) years post qualification experience in public or private sector
- Experience with the Donors funded project or similar project will be given preference.
- Proficiency in Microsoft Office

TERMS OF REFERENCE

Support Consultant Monitoring

under TALEEM Programme at PMIU-PESRP

Objective & Background

The Punjab Education Sector Programme Implementation Grant (ESPIG), supported by the Global Partnership for Education (GPE), empowers the TALEEM Programme to revolutionize access, learning outcomes, equity, and education management. PMIU-PESRP serves as the secretariat and implementing agency for the TALEEM Programme, responsible for managing, monitoring, and ensuring the successful execution of this significant educational initiative in Punjab.

TALEEM Cell has been established and equipped with necessary human resource of Managers, Programme Officers, and Associates for successful implementation of the various components of TALEEM Programme. To further strengthen the HR capacity for smooth implementation of the Program, PMIU PESRP intends to engage the services of Support Consultant Monitoring.

Responsibilities:

The support Consultant Planning will work under the direct supervision of Manager M&E TALEEM and shall be responsible for;

- Assisting the monitoring team with preparing survey questionnaires, tools, and documents to monitor and track the progress of activities under the programme.
- Facilitate field monitoring visits through effective and timely coordination.
- Draft reports, documents, and letters for official correspondence for M&E processes.
- Maintain and organize files and documents, records, and related materials, ensuring that all information is up to date and easily accessible.
- Any other task assigned by the management.

Requirements:

- At least, Bachelor degree or equivalent education from recognized university by the Higher Education Commission (HEC)
- Strong organizational skills and attention to detail
- Excellent communication skills, both written and verbal
- Ability to multitask, prioritize, and adapt in a dynamic and fast-paced environment.
- At least two (02) years post qualification experience in public or private sector
- Experience with the Donors funded project or similar project will be given preference.
- Proficiency in Microsoft Office

Terms of Reference for Database Administrator

1. BACKGROUND INFORMATION

1.1. **Beneficiary Country and Province**

Islamic Republic of Pakistan, Punjab Province

1.2. **Contracting Authority**

Under the TALEEM Programme and in agreement with Global Partnership for Education (GPE), the Programme Monitoring and Implementation Unit (PMIU), School Education Department (SED), Government of the Punjab is the contracting authority.

1.3 **Objective**

One of the core objective of the PMIU is to provide leading research and analytical services and value-added information, studies, and solutions to the School Education Department (SED) in Punjab and other users such as donor/grant organizations, NGOs etc. in a manner that broadens and strengthens the knowledge base on school education in Punjab and maximizes the effectiveness of the Punjab Education Sector Reform Programme (PESRP).

The position is created as part of the Software Migration and Data Centre creation that is to be developed by PMIU/SED. The Database Administrator will provide support in existing and new database repositories.

Maintaining the databases reliability and throughput. Setup data replication and recovery mechanism. Assist in existing data migration from PITB Data Center.

1.4   Scope of work:

The key tasks and responsibilities to be accomplished by the Database Administrator are as follows:
Knowledge of database queries

i.   Knowledge of database theory
ii.   Knowledge of database design
iii.   Knowledge about the RDBMS itself, e.g. Microsoft SQL Server or MySQL
iv.   Knowledge of structured query language (SQL), e.g. SQL/PSM or Transact-SQL
v.   General understanding of distributed computing architectures, e.g. Client–server model
vi.   General understanding of operating system, e.g. Windows or Linux
vii.   General understanding of storage technologies and networking
viii.   General understanding of routine maintenance, recovery, and handling failover of a database
ix.   Proficient in writing and optimizing SQL statements
x.   Familiarity with other SQL/NoSQL databases such as PostgreSQL, MongoDB, etc.
xi.   Finetune and configure Databases for optimal performance during access load of millions of transactions per day.
xii.   Worked as database administrator of large-scale application having large user/consumer base.
xiii.   The Database Administrator will be responsible to perform any other tasks assigned and entrusted by the PD-PMIU (PESRP)
Key Deliverables:
1) Provision MySQL/SQL instances, both in clustered and non-clustered configurations
2) Ensure performance, security, and availability of databases
3) Handle common database procedures, such as upgrade, backup, recovery, migration, etc.
4) Profile server resource usage, optimize and tweak as necessary
5) Collaborate with other team members and stakeholders
6) Create an understanding and perform database design revamp of existing applications to achieve data integrity benchmarks.
7) Provide support for SQL Database development and support
8) Creates, maintain and update Database Server infrastructure and standard DBA documentation
9) Works with vendors to orchestrate, design and configure large, complex databases with replication and high-availability on most current MySQL/SQL versions
10) Installs upgrades and patches to existing databases
11) Creates databases, tuning, cloning, copying, and data refreshes
12) Performs system analysis and identifies solutions to technical problems
13) Supports the activities required to build and maintain customer relationships
14) Any other deliverable based on the task assigned to the Database Administrator by the Competent Authority.

<u>**Terms of Reference for Development Operations Engineer**</u>

1. **BACKGROUND INFORMATION**

1.3.   <u>Beneficiary Country and Province</u>

   Islamic Republic of Pakistan, Punjab Province

1.4. <u>**Contracting Authority**</u>

Under the TALEEM Programme and in agreement with Global Partnership for Education (GPE), the Programme Monitoring and Implementation Unit (PMIU), School Education Department (SED), Government of the Punjab is the contracting authority.

1.3 <u>**Objective**</u>

One of the core objective of the PMIU is to provide leading research and analytical services and value-added information, studies, and solutions to the School Education Department (SED) in Punjab and other users such as donor/grant organizations, NGOs etc. in a manner that broadens and strengthens the knowledge base on school education in Punjab and maximizes the effectiveness of the Punjab Education Sector Reform Programme (PESRP).

The position is created as part of the Software Migration and Data Centre creation that is to be developed by PMIU/SED. DevOps engineer will ensure a smooth deployment process along with hardening the Linux environment with up to date security patching and upgrades. DevOps engineer will help in installation of software patches and server configuration for optimal performance. Assist in existing data migration from PITB Data Center.

1.4 **Scope of work:**

The key tasks and responsibilities to be accomplished by the DevOps Engineer are as follows:
Strong proficiency in LAMP (Linux, Apache, MySQL and PHP) environment

   i.   Experience is web and email server configurations and setup.
   ii. Experience maintaining and deploying highly-available, fault-tolerant systems at scale.
   iii. Experience in automation script (e.g. scripting via Bash etc.)
   iv. Practical experience with Docker containerization and clustering (Kubernetes/ECS)
   v.   Version control system experience (e.g. Git)
   vi. Experience implementing CI/CD (e.g. Jenkins etc.)
   vii. The DevOps Engineer will be responsible to perform any other tasks assigned and entrusted by the PD-PMIU (PESRP)

Key Deliverables:

   1) Deploy and maintain critical applications on multitier architecture.
   2) Implement automation, effective monitoring, and infrastructure-as-code
   3) Deploy and maintain CI/CD pipelines across multiple environments
   4) Support and work alongside a cross-functional engineering team on the latest technologies
   5) Iterate on best practices to increase the quality & velocity of deployments
   6) Own the delivery, scalability, and reliability of the backend platform serving hundreds of thousands of concurrent users.
   7) Writes specifications and documentation for the server-side features
   8) Analyzes the technology currently in use and develops plans and processes for improvement and expansion. The DevOps engineer provides support for urgent analytical needs.
   9) Builds, installs, configures, and maintains IT solutions.
   10) Participates in project planning meetings to share their knowledge of system options, risk, impact, and costs vs. benefits. In addition, communicate operational requirements and development forecasts.

11) Tests code, processes, and deployments to identify ways to streamline and minimize errors.
12) Uses configuration management software to automatically deploy updates and fixes into the production environment.
13) Performs routine application maintenance to ensure the production environment runs smoothly. Develops maintenance requirements and procedures.
14) Any other deliverable based on the task assigned to the DevOps Engineer by the Competent Authority.

Terms of Reference for Quality Assurance Engineer

1. BACKGROUND INFORMATION

1.5. Beneficiary Country and Province

Islamic Republic of Pakistan, Punjab Province

1.6. Contracting Authority

Under the TALEEM Programme and in agreement with Global Partnership for Education (GPE), the Programme Monitoring and Implementation Unit (PMIU), School Education Department (SED), Government of the Punjab is the contracting authority.

1.3 Objective

One of the core objective of the PMIU is to provide leading research and analytical services and value-added information, studies, and solutions to the School Education Department (SED) in Punjab and other users such as donor/grant organizations, NGOs etc. in a manner that broadens and strengthens the knowledge base on school education in Punjab and maximizes the effectiveness of the Punjab Education Sector Reform Programme (PESRP).

The position is created as part of the Software Migration and Data Centre creation that is to be developed by PMIU/SED. The Quality Assurance Officer is responsible in various projects, assessing software quality by designing and implementing software testing processes. Will take ownership of code quality through exploratory and automated tests. Hunt bugs, identify issues, report them, and see that they're dealt with. This resource will also assist in existing data and software migration from PITB Data Center including creation of inhouse Data Center.

1.4 Scope of work:

The key tasks and responsibilities to be accomplished by the QA Engineers are as follows:
Proven work experience in software quality assurance

i. Quality inspection, auditing and testing experience
ii. Experience with implementation of corrective action programs
iii. Strong computer skills including Microsoft Office, QA applications and databases
iv. Solid experience in effective usage of data analysis tools and statistical analysis
v. Strong knowledge of software QA methodologies, tools and processes
vi. Experience in writing clear, concise and comprehensive test plans and test cases
vii. Hands-on experience with both white box and black box testing
viii. Hands-on experience with automated testing tools
ix. Solid knowledge of SQL and scripting

x. Experience working in an Agile/Scrum development process
xi. Experience with performance and/or security testing is a plus
xii. Proficiency with scripting languages
xiii. Strong interpersonal skills to assist non-technical individuals with complex technical issues
xiv. The Quality Assurance Officer will be responsible to perform any other tasks assigned and entrusted by the PD-PMIU (PESRP)

Key Deliverables:

1) Review and analyze requirements, specifications, and technical design documents, providing timely feedback
2) Develop detailed, comprehensive, and well-structured test plans and test cases
3) Prioritize and plan testing activities
4) Play the role of test engineer: Design, develop, and execute automated tests
5) Identify and report issues found, then verify that issues are resolved
6) Perform regression testing.
7) Perform automation testing by creating automation scripts.
8) Test releases to minimize user impact and ensure compatibility.
9) Collaborate with development team and help them in creating unit testcases.
10) Prepare testing plan and related testcases for functional testing.
11) Use project management tools to maintain and execute testcases and record results for future reference and for developers to understand the issue cause.
12) Perform compete QA cycle from planning to production testing for a specific module/change request/issue.
13) Maintain the project management tools and schedule UAT sessions with associated testcases.
14) Coordinate with stakeholder during UAT and take signoff for a Go – No Go decision.
15) Coordinate with DevOps team for deployment schedule and post deployment testing.
16) Any other deliverable based on the task assigned to the Quality Assurance Officer by the Competent Authority.

Terms of Reference for Call Center Officer

1. **BACKGROUND INFORMATION**

1.7. Beneficiary Country and Province

Islamic Republic of Pakistan, Punjab Province

1.8. Contracting Authority

Under the TALEEM Programme and in agreement with Global Partnership for Education (GPE), the Programme Monitoring and Implementation Unit (PMIU), School Education Department (SED), Government of the Punjab is the contracting authority.

1.3 Objective

One of the core objective of the PMIU is to provide leading research and analytical services and value-added information, studies, and solutions to the School Education Department (SED) in Punjab and other users such as donor/grant organizations, NGOs etc. in a manner that broadens and strengthens the knowledge base on school education in Punjab and maximizes the effectiveness of the Punjab Education Sector Reform Programme (PESRP).

The position is created as part of the Software Migration and Data Centre creation that is to be developed by

PMIU/SED. The Call Center Officer is responsible to liaison between SED and its current and potential users. The successful candidate will be able to accept ownership for effectively solving users issues, complaints and inquiries; keeping user satisfaction at the core of every decision and behavior.

1.4   Scope of work:

The key tasks and responsibilities to be accomplished by the Call Center Agent are as follows:
Previous experience in a customer support role

   ii.   Track record of over-achieving quota
   iii.   Strong phone and verbal communication skills along with active listening
   iv.   Familiarity with CRM systems and practices
   v.   Customer focus and adaptability to different personality types
   vi.   Ability to multi-task, set priorities and manage time effectively
   vii.   The Call Center Agent will be responsible to perform any other tasks assigned and entrusted by the PD-PMIU (PESRP)

Key Deliverables:

1) Manage large amounts of inbound and outbound calls in a timely manner
2) Follow communication "scripts" when handling different topics
3) Identify users' needs, clarify information, research every issue and provide solutions and/or alternatives
4) Build sustainable relationships and engage user by taking the extra mile
5) Keep records of all conversations in our call center database in a comprehensible way
6) Frequently attend educational seminars to improve knowledge and performance level
7) Meet personal/team qualitative and quantitative targets
8) Maintains a very good Average Handle Time (AHT) as per the SLA. The call length from start to finish, including hold and talk time the agent adheres to the SED/PMIU of the policy, attends the call in polite manner and solve the problem professionally and respectfully.
9) Handles the pressure calls (disgruntled caller) and is able to exhibit his good understanding and knowledge about the issue.
10) Exhibit Effective Communication Skills. The nature of the work demands good communication skills.
11) Has the ability to retain knowledge, information and recall. Agents need a good memory in the fast pace of a call center environment.
12) Must be resourceful and creative in solving problems
13) Must have emotional stability and consistency
14) Should be available and attentive as per the duty roaster.
15) Any other deliverable based on the task assigned to the Call Center Agent by the Competent Authority.