



Broadcast Engineering Consultants India Limited
(A Government of India Enterprises–Under Ministry of Information and Broadcasting)
Corporate Office: BECIL Bhawan, C-56/A-17, Sector-62, Noida-201307
Phone: 0120-4177850, Fax: 0120-4177879, Website: www.becil.com

Employment Notice
Dated: 15.05.2019

**Applications are invited for recruitment of following post purely on contract basis for
Inbound/ Outbound Call Centre project of Sports Authority of India (SAI) at Jawaharlal Nehru Stadium**

Background:

SAI is presently implementing six Sports Promotional Schemes to identify and nurture sports talent in the age groups ranging from 8-25 years in 27 Sports discipline across the country. The schemes are running on residential and non-residential basis, covering National Sports Talent Contest-NSTC (Regular Schools, Indigenous Games & Martial Arts-IGMA Schools & Akharas)/ Army Boys Sports Company (ABSC)/ SAI Training Centre Scheme (STC) / Special Area Games (SAG)/ Extension Centre/ Centres of Excellence (COE)/ National Sports Academy (NSA) Schemes.

Presently, there are 14,907 trainees (10,481 Boys & 4,426 Girls) being trained on residential and non-residential basis in 11 Regular Schools, 10 IGMA Schools and 44 Akharas (under NSTC Scheme), 27 ABSC Centres, 59 STC Centres, 20 SAG Centres, 86 Extension Centres, 15 COE Centres and 15 NSA. These center are spread all over the country.

For effective monitoring of the activities of these center including collecting monthly reports and compiling the same for all regions on a regular basis, SAI has decided to set up a Call centre and IT based feedback setup under pa Project Management Unit (PMU) to gather information from all its centres and monitor the implementation of the sports promotional schemes of SAI on the ground. This will help SAI implement its schemes more effectively and achieve its objectives.

As per the requirement of SAI, BECIL will engage the contractual staff for the job profiles listed in the table below as per the qualifications and experience described alongside.

Contract Period: The contract period will be for 6 (Six) Month. Contract period **can be extended** as per the requirement of Sports Authority of India.

S. No.	Name of the Post	Job Profile	Number of Posts for 09:00 AM to 09:00 PM (Two Shifts)	Qualifications & Experience	Consolidated Fee* Per Month
A	B	C	D	E	F
1.	Project Manager	<ul style="list-style-type: none">Managing development, implementation and administration of the PMUCollecting, consolidating and analysing reports to support effective decision makingResponsibility for the overall project management function, providing leadership,	1 (One)	<ul style="list-style-type: none">Qualification<ul style="list-style-type: none">Minimum Post Graduate with 3 years' experience orGraduate with 5 years' experienceExperience in handling projects and leading	42,160/-



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A	B	C	D	E	F
		coordination and management of all PMU processes and functions for the call centre and IT based feedback system <ul style="list-style-type: none"> • Report and escalate issues to management as needed for effective implementation of sports schemes of SAI • Ensure staff availability and proper work allocation • Coordinate with SAI and other stakeholders for the flawless operation of call centre • Other duties as directed as per requirements of the project 		and managing teams of 15 or more junior members <ul style="list-style-type: none"> • Experience in project implementation and co-ordination with state/ central government will be given preference (Fresh candidates will not be considered) • Experience in the field of data analysis will be preferred • Experience in supervising, leading and managing 15 or more junior staff members. • The candidate should have experience of working directly with client to ensure deliverables • Candidates having experience of working in sports and related areas will be given preference Proficiency in computer operations in particular MS-Office Package is mandatory	
2.	Call Center Executive	<ul style="list-style-type: none"> • Answer incoming calls and respond to trainees/ inmate's emails • Record trainees/ inmate's complaints/ opinion, if any • Identify and escalate issues to supervisors • Route calls to appropriate resources • Document all call information according to standard operating procedures 	1: For Hindi 2: For Kannada 1: For Malayalam 1: For Tamil 2: For Telugu Total: 7 (Seven)	<ul style="list-style-type: none"> • Qualification <ul style="list-style-type: none"> • Minimum graduate or • 10+2 with 2 years' experience • Well conversant in understanding and communicating in English • Able to speak, read and write in any one OR more languages as required by SAI (as per 	21,533/-



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		<ul style="list-style-type: none">Recognize, document, and alert the PMU/ management of trends in trainees/ inmate callsTo elicit information about trainee's/ inmate's problems/ issues and to act as first level counsellorFollow up trainees/ inmate calls where necessaryComplete call logs and reportsOther duties as assigned		<p>column D)</p> <ul style="list-style-type: none">Able to communicate confidently and politely, with good speaking skillsCandidates with knowledge of multiple languages (as specified) will be preferredCandidates with prior experience in inbound/ outbound call centers will be given preferenceCandidates with sports background will be given preferenceProficiency in computer operations in particular MS-Office Package is mandatory	

* Remuneration includes statutory leaves, Employee's & Employer's PF and ESIC shares, etc. and other allowances per month

While applying, the envelope containing application must be super-scribed as under:-
"Application for the post of <Name of the post> for Sports Authority of India"

Application forms may be obtained from **BECIL's Corporate Office: C-56, A/17, Sector-62, Noida-201307 (U.P.)** or **downloaded** from www.becil.com.

The duly filled in application form along with self-attested photocopies of educational/ experience certificates, two passport size photograph, Pan Card, Aadhar Card and **non-refundable registration fee of ₹ 500/- (Rupees Five Hundred Only)** for General/ OBC candidates OR **₹ 250/- (Rupees Two Hundred and Fifty Only)** for SC/ ST/ PH by Cash/ Card or demand draft drawn in favour of **Broadcast Engineering Consultants India Limited** payable at **New Delhi** may be submitted to CATV Group in **BECIL's Corporate Office at BECIL Bhawan, C-56/A-17, Sector-62, Noida-201307 (U.P.)**.

Last date for submission of application forms is May 31, 2019.