



**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](http://www.becil.com)

Employment Notice  
Dated: 26.10.2018

**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 1 (One) year. 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"><li>Managing development, implementation and administration of the PMU</li><li>Collecting, consolidating and analysing reports to support effective decision making</li><li>Responsibility for the overall project management function, providing leadership,</li></ul>	2 (Two)	<ul style="list-style-type: none"><li>Must be Post Graduate with first division</li><li>Must have experience of 5 years or more in handling projects and leading and managing teams of 15 or more junior members</li><li>Experience in project implementation and co-ordination with state/ central government will</li></ul>	34,000/-



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A	B	C	D	E	F
		<p>coordination and management of all PMU processes and functions for the call centre and IT based feedback system</p> <ul style="list-style-type: none"> <li>Report and escalate issues to management as needed for effective implementation of sports schemes of SAI</li> <li>Ensure staff availability and proper work allocation</li> <li>Coordinate with SAI and other stakeholders for the flawless operation of call centre</li> <li>Other duties as directed as per requirements of the project</li> </ul>		<p>be given preference (Fresh candidates will not be considered)</p> <ul style="list-style-type: none"> <li>Experience in the field of data analysis will be preferred</li> <li>Experience in supervising, leading and managing 15 or more junior staff members.</li> <li>The candidate should have experience of working directly with client to ensure deliverables</li> <li>Candidates having experience of working in sports and related areas will be given preference</li> <li>Proficiency in computer operations in particular MS-Office Package is mandatory</li> </ul>	
2.	Call Center Supervisor	<ul style="list-style-type: none"> <li>Ensuring call centre executives understand and comply with all call centre objectives, performance standards, and policies.</li> <li>Answering call centre executive's questions regarding best practices and handling difficult calls.</li> <li>Identifying operational issues and suggesting possible improvements.</li> <li>Ensure call centre executive availability and proper work allocation</li> <li>Monitoring and evaluating call centre executive's performance</li> </ul>	2 (Two)	<ul style="list-style-type: none"> <li>Must be a Graduate or equivalent</li> <li>Able to speak, read and write in English and Hindi</li> <li>Able to communicate confidently and politely, with good speaking skills</li> <li>Experience of at least 3 years in inbound/outbound Call Centre (Fresh candidates will not be considered)</li> <li>Experience in coaching and developing skills of executives in the area of operations</li> </ul>	18,000/-



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		<ul style="list-style-type: none"> <li>Preparing reports and analysing data to assist Project Manager and SAI management.</li> <li>Working with other staff and management team members to support executives and optimize resources.</li> <li>Training and helping call centre executives to understand sports trainee's issues counselling and eliciting information about training activities.</li> </ul>		<ul style="list-style-type: none"> <li>Effective problem-solving and decision-making skills</li> <li>Candidates with prior experience in inbound/outbound call centers related to Grievance Redressed Operations OR Counseling Related Operations in the areas of sports will be given preference</li> <li>Proficiency in computer operations in particular MS-Office Package is mandatory</li> </ul>	
3.	Call Center Executive	<ul style="list-style-type: none"> <li>Answer incoming calls and respond to trainees/ inmate's emails</li> <li>Record trainees/ inmate's complaints/ opinion, if any</li> <li>Identify and escalate issues to supervisors</li> <li>Route calls to appropriate resources</li> <li>Document all call information according to standard operating procedures</li> <li>Recognize, document, and alert the PMU/ management of trends in trainees/ inmate calls</li> <li>To elicit information about trainee's/ inmate's problems/ issues and to act as first level counsellor</li> <li>Follow up trainees/ inmate calls where necessary</li> </ul>	4: For English 4: For Hindi 2: For Kannada 2: For Malayalam 2: For Tamil 2: For Telugu  <b>Total: 16 (Sixteen)</b>	<ul style="list-style-type: none"> <li>Minimum graduate or equivalent</li> <li>Well conversant in understanding and communicating in English</li> <li>Able to speak, read and write in any one OR more languages as required by SAI (as per column D)</li> <li>Able to communicate confidently and politely, with good speaking skills</li> <li>Candidates with knowledge of multiple languages (as specified) will be preferred</li> <li>Candidates with prior experience in inbound/outbound call centers will be given preference</li> <li>Candidates with sports background will be given preference</li> </ul>	14,300/-



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		<ul style="list-style-type: none"><li>Complete call logs and reports</li><li>Other duties as assigned</li></ul>		<ul style="list-style-type: none"><li>Proficiency in computer operations in particular MS-Office Package is mandatory</li></ul>	

\* Remuneration includes statutory leaves PF, 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](http://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 Assistant General Manager (HR) 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 **November 12, 2018**

Sd/-  
Mahesh Chand  
Assistant General Manager (HR)