



CENTRE FOR MANAGEMENT DEVELOPMENT

(An autonomous institution under the Government of Kerala)

NO: CRA/01/2024

23/10/2024

NOTIFICATION

Applications are invited from qualified and experienced candidates for appointment on contract basis for a 24x7 Centralized Call Centre of a PSU engaged in public works for Government of Kerala. Interested candidates may apply via **ONLINE** mode only by filling the prescribed online application form given in the website of Centre for Management Development (CMD), Thiruvananthapuram (www.cmd.kerala.gov.in). The online application submission link will open on **24/10/2024 (10:00 am)**. The last date for submitting the online application will be **04/11/2024 (05:00 pm)**.

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| Post | Customer Relation Assistant |
| Vacancy | 20 |
| Age | Preferred upper age limit of 40 years as on 01/11/2024 . |
| Qualification & Experience | Diploma / Degree in EEE, ECE or CS, or any higher qualifications in the relevant Fields with at least 6 months prior experience in call centres. |
| Remuneration | Rs. 955/shift. |
| Hours of work | 8 hours/day on a shift basis. |
| Term of appointment | Temporarily for One year, extendable based on performance and requirement. |
| Place of work | Vydyuthi Bhavanam, Pattom, Thiruvananthapuram. |

Instructions / Informations to Candidates

1. Admittance to various stages of the recruitment will be provisional only and will not confer any claim unless various other conditions of the selection processes are satisfied. Detailed scrutiny of the applications/credentials will be conducted before the interview/appointment. Any discrepancy found during the detailed scrutiny will result in the rejection of the candidature.
2. Candidates with a diploma or degree in EEE, ECE, CS, or any higher qualifications in the relevant field are invited to apply.
3. Age: The maximum age limit is fixed as 40 years as of 01/11/2024.
4. Only candidates residing in Thiruvananthapuram will be considered.

5. Candidates with prior experience in call centres for at least 6 months will be considered.
6. Post Qualification Work Experience of the candidate until 30/10/2024 will be considered.
7. CMD/Client PSU reserves the right to shortlist the number of candidates for written test/group discussion/interview, as the case may be for the post, based on the qualification and experience mentioned in the notification.
8. If the number of candidates is more, a written test will be conducted to shortlist the candidates for an interview.
9. Candidates will have to upload their passport-size photograph (taken within six months), signature and copies of certificates proving qualification and experience while submitting the application. The photograph and signature must be in JPEG format. The size of the photograph must be less than 200 kb and the size of the signature should be less than 50 kb. The copies of certificates shall be either in JPEG format or in PDF format, and shall not exceed 5mb size
10. The Qualifications should be from UGC approved Universities/Technical Board/Institutions. The candidates who claim equivalent qualification instead of qualification mentioned in the notification shall upload the relevant Government Order to prove the equivalency at the time of online application, then only such qualification shall be treated as equivalent to the prescribed qualification concerned.
11. Candidate should clearly mention the percentage of marks (G.P.A if any should be converted into percentage) scored in their qualifying examination in the application. In the event of any information provided by the candidate being found false or incorrect at any stage, their candidature/appointment is liable to be cancelled/terminated without any notice.
12. Candidates must upload their qualification certificates (SSLC, Plus Two, Degree/Diploma) and Experience Certificates while applying. Those who fail to upload the certificates shall be summarily rejected.
13. Candidates should provide a valid email ID (personnel) and mobile number as all correspondence pertaining to recruitment will be communicated on email address and mobile number provided at the time of filling online application. Any request for change of mobile number and e-mail address will not be entertained at any stage.
14. CMD/Client PSU is not responsible for any discrepancy in submitting the application through Online. Before submission of the online application, candidates must check that they have filled correct details in each field of the online application form. After submission of the online application form, no change/ correction/ modification will be allowed under any circumstances. Requests received in this regard in any form like Post, Fax, Phone, Email, by hand, etc shall not be entertained.
15. Applications without the necessary documents attached will be summarily rejected.
16. Canvassing in any form will lead to disqualification.
17. CMD/Client PSU reserves the right to reject the candidature/cancel the appointment/cancel the recruitment process at any stage without assigning any reason.

Sd/-
Authorized Signatory

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