VACANCY ANNOUNCEMENT

Job Title: Call Center Officer

Reports to: Call Center AFM

Duty Station: Monrovia with travels to field offices

Organization Background: GiveDirectly is driving a re-evaluation of the assumptions underlying international philanthropy with a provocative model: we deliver donations directly to the extreme poor and let them decide what to do with them. This approach builds on two converging trends: the rapid spread of electronic last-mile payments solutions in the emerging markets, and the large body of experimental evidence showing that direct transfers are as or more cost-effective at reducing poverty than more traditional, top-down approaches. GiveDirectly’s field operations utilize state-of-the-art technology and business processes to deliver transfers securely, efficiently, and transparently. Our unorthodox approach – allowing the poor, and not the donor, to choose where they invest – has prompted debate in the popular press and among policy makers. GiveDirectly has been featured on NPR’s This American Life, and in Foreign Affairs, The Economist, and The New York Times. It was named one of the Top 10 Most Innovative Companies in Finance by FastCompany, one of the 25 Most Audacious Companies by Inc., and one of GiveWell’s top-rated charities for 4 years running.

Role Overview: The Call Center Officer (CCO) will be responsible for ensuring GiveDirectly recipients receive gold standard customer support. The Call Center Officer will also resolve recipient questions and resolve any issues related to GiveDirectly’s program. The Call Center Officer will also play an important role in collecting content for fund raising. This position will reward strong service skills, attention to details and effective communication with staff. The role will report to the Call Center Team Leader.

Key Responsibilities:

- Receive incoming calls and provide solutions and responses to both enquiries and complaints from GiveDirectly recipients.
o Raise/escalate any sensitive cases that may cause harm to a recipient life/family safety for action to be taken.

o Capture the interaction between the CCO and the recipients accurately without omissions and distortion.

o Propose any new ideas to the TL/QA/CC AFM based on the recipient feedback

o Conduct telephone surveys to ensure recipients have received their transfers with no issues

o Collect, Confirm and Capture any new information from the calls.

o Understand the escalation process and raise challenging cases to supervisors.

o Handle other recipient support channels if required (eg. SMS)

**Key Competencies and Attributes:**

o Ability to handle complaints in a polite; empathetic and professional manner

o Ability to use a positive, constructive, and solution-focused approach whenever conflict arises

o Positive attitude and enthusiasm when faced with routine work

o Ability to multi task

o High levels of integrity and confidentiality of recipient information.

o Excellent telephone etiquette

o Excellent communication skills

**Knowledge and skills:**

o A quick learner who has a passion for providing solutions.

o At least 1 year experience in call centers/service industry.

o Past experience in NGOs is an added advantage

o Fluent in Mano, Gio, Bassa, Kpelle and English Language

o Proficient in MS Word, Excel

o Strong alignment with GD values (below)

**GD Values**

1. **Recipients first.**

   *We prioritize recipient preferences over those of donors or ourselves.*
We do not impose our preferences, or judgments, on the beneficiaries; instead we respect and empower them to make their own choices, elevating their voices in the global aid debate. This value is core to GiveDirectly’s identity as the first organization exclusively devoted to putting the poor in control of how aid money is spent. It comes at a potential cost, as it means that neither we nor donors get to set priorities (and we may even lose some “efficiency” in providing this option).

2. Team next.

*We do what’s best for organizational - not individual - success.*

This is a team sport, where we will succeed (or fail) together. The best players are not those with the best individual statistics, but those with biggest impact on our overall performance. We avoid territoriality, self-promotion, and I’m above this attitudes.

3. Be proactively candid.

*We say what we believe, and are honest in sharing information.*

Having confidence that other people are telling us what they truly believe, without gloss or omission, is critical to effective communication and to our ability to learn and grow from feedback. We owe it to each other - and our donors - to instill this confidence even though giving and receiving information candidly are unusual in both professional and social life, and can be very uncomfortable.

4. Create positive energy

*We strive to be a source - not drain - of energy for our colleagues.*

Our work is hard, practically and emotionally, and we cannot overemphasize the importance of maintaining a positive attitude, enjoying the company of our colleagues, and not taking ourselves too seriously. In doing so, we aspire to generate energy and excitement amongst our colleagues in pursuing our mission. This should not preclude candor, and we aspire to achieve both.

5. Think rigorously; act quickly.

*We are intellectually rigorous with a drive towards action - not debate.*

We reason from first principles, grounding our decisions in objective claims about the world, rather than hard-to-disprove assertions or hierarchy. We aim to brainstorm inclusively and respectfully, but critically self-vet ideas we put forward, so as to ensure productive and prudent decision making.

Demanding this level of rigor forces us to think harder about decisions and our assumptions than we otherwise might. This is a real cost. It can be taken too far: it is possible to overthink decisions, and we avoid debate for the sake of debate. We are not here to philosophize or ensure consensus. We decide and act quickly, avoiding getting bogged down in debates.


*We do not dwell on problems. We work actively to create solutions.*
There will always be an endless list of things to improve. We focus on the things that can be changed; find the most important of those things, and propose actionable answers. We do not allow “problems” to weigh us down and be a source of negativity. We are forward looking, which we believe not only leads to better team outcomes, but also creates a more enjoyable, energizing environment for all.

7. **Be productively ambitious.**

*We take the risks to pursue industry-changing success, not incremental progress.*

We seek step-change improvements at all levels, and are willing to make big-bets; we do not accept complacency nor do we simply optimize existing processes. In doing so, we allow ourselves to dream big with a belief that perceived constraints are merely opportunities for creativity.

Such ambition not only requires hard work (i.e., this is not a 9-5 job), but also a willingness to accept and learn from temporary setbacks and failures. In accepting these failures, we’re conscious to not point fingers, nor obsess over “mistakes” made.

8. **Know yourself and grow.**

*We recognize and accept our imperfections with a focus on growth.*

We are an organization of exceptional people and trust in each other’s abilities, yet we recognize that none of us is perfect. We strive to maintain an accurate understanding of our individual and institutional strengths and weaknesses, in order to position ourselves to maximize our chances of success.

At the same time, we seek personal growth for ourselves and our teammates. Feedback is given with a spirit of helpfulness; and sought out with a desire to learn.

To Apply:

Click the following link to apply: [https://givedirectly.recruiterbox.com/jobs/fk03w83/](https://givedirectly.recruiterbox.com/jobs/fk03w83/)

**Deadline for Application is July 25, 2019**