

**GOVERNMENT OF NAGALAND
NAGALAND HEALTH PROTECTION SOCIETY
DEPARTMENT OF HEALTH & FAMILY WELFARE
NAGALAND: KOHIMA**

No.DHFW-8/SHA-PCCN/2021/ 892

Dated Kohima, 15th March 2024

ADVERTISEMENT

The Nagaland Health Protection Society (NHPS), Department of Health & Family Welfare, Government of Nagaland invites application from interested candidates to fill the following post purely on contractual basis for 1 year with possibility of renewal subject to satisfactory performance.

Position	Number of post	Monthly remuneration	Eligibility Criteria
Call Centre Manager	1	₹ 35,000 per month	<ul style="list-style-type: none">• Educational Qualification: A bachelor's degree in a relevant field (such as management, healthcare administration, or communication) is preferred• Experience: Minimum 3 years prior experience in managing call centres, customer service, or healthcare – related services is desirable• Communication Skills: Excellent verbal and written communication skills in English and Nagamese.• Leadership Abilities: Ability to lead a team, manage operations, and ensure smooth functioning of the call centre.• Problem-solving skills: Proficiency in handling complex queries and resolving issues efficiently.
Call Centre Operators	4	₹ 15,000 per month	<p>Essential: -</p> <ul style="list-style-type: none">• Educational Qualification: Graduate in any stream.• Experience: Minimum 1 year experience as call centre operator in a reputed call centre/organisation.• Communication Skills: Clear and effective communication in local languages (such as Nagamese), English and Hindi.• Computer Literacy: Basic computer skills for data entry and navigation of call centre software.• <p>The Candidates should be willing to work in shifts, including weekends and holidays. The Candidate should have the ability to listen to callers, understand their concerns, and provide empathetic responses.</p>

Information:

1. Interested candidate may download the application form from <https://cmhis.nagaland.gov.in/>
2. Filled Application form may be submitted at NHPS Office, Directorate of Health and Family Welfare, Ruziezou, Kohima Nagaland, 797001.
3. Deadline for submission of application 28/03/2024 12:00PM.
4. Applicants not fulfilling the essential qualification criteria will not be accepted.


(DR.KIKAMEREN LONGKUMER)
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