The Institute of Chartered Accountants of India (ICAI) is a statutory body established for regulation of the profession of Chartered Accountants in India. During its glorious existence of 70 years, ICAI has achieved recognition as a premier accounting body not only in the country but also globally, for its contribution in the fields of education, profession development, maintenance of high accounting, auditing and ethical standards. ICAI now is the second largest global Accountancy Body.

ICAI wishes to hire a limited period Consultant to facilitate establishing a “National Call Centre” at ICAI to effectively handle its Stakeholders Life Cycle from Student Onboarding, Articles, Members, Firms or Examination related queries across the globe.

| Qualification & Experience | • Master’s Degree in any discipline preferably Science or Computer Science from a recognized University/Institute with minimum 10 years of post-qualification experience in IT Industry alongwith minimum 3 years of experience in Call Centre Setup. |
| Skill Sets required | • Should be aware of the Inbound / outbound processing and bring in latest technology of managing a call center.  
• Should be process oriented and conversant with creating RFPs, and bidding process.  
• Should be aware of APIs, CTI (Computer Telephony Integration), Ticketing, and their working processes.  
• Should be process oriented, and document escalation matrix, reporting, dash boards  
• Ability to create a bench of telecallers and tele-executives through an outside agency hired via tender and help the Institute to identify the L1 Bidder. |
| Job Profile | • To render consultancy to designated Department Heads and create hierarchy of all processes and documents to create a sustainable “Business Support Strategy Document” and implement call Centre as one of the tools.  
• To assist in creating a team of Support Sleuths and capacitate the Institute to take the Call Centre forward based on best practices on Business as usual situation  
• To understand the Institute’s legacy, data flow processes, main users and currently available Information technology tools.  
• To create an RFP for the National Call Centre.  
• To assist the Institute to identify L1 bidder and help in implementation process.  
• To support and resolve all ICAI user queries through Portal, Phone and Email.  
• To act as a single point of contact for all ICAI support queries.  
• To concentrate on incidents and issues of ICAI end-users with quick resolutions.  
• To keep the resource utilisation as high as possible and waiting time for service as short as possible. |
| Term of Engagement | • 3-6 months to be extended based on accomplishment of project. |
| Consultancy Fee | • Negotiable based on Experience and ability to meet timelines of the project. |

Candidates who possess the requisite technical acumen and administrative exposure with demonstrated and proven capabilities to undertake such assignment are encouraged to apply giving details of their past experience in successful execution of such assignments.

ICAI holds the right to relax any eligibility criteria for deserving candidates and its decision regarding Eligibility, shortlisting of candidates, conduct of Interview and selection will be final and binding on the applicants and no correspondence will be entertained in this regard.

Interested candidates may send their application through email at consultantcallcentre@icai.in or can send through speed post to Assistant Secretary - HR, The Institute of Chartered Accountants of India, ICAI Bhawan, I.P.Marg, New Delhi-110002, superscribing on the envelope “EOI for Consultancy Assignment for National Call Centre” within 15 days from date of hosting of advertisement.