

**Center for Economic Research in Pakistan (CERP)
Job Announcement**

POSITION: Call Center Agent

PROJECT: Women's Mobility Program

START DATE: As soon as possible

MINIMUM COMMITMENT: For the contract period

LOCATION: Women's Mobility Auxiliary Office

TIMINGS: Office hours are from 10.00 am to 6.00 pm, 6 days a week

About CERP

The Center for Economic Research in Pakistan (CERP) is a non-profit research center in Pakistan that promotes the use of rigorous quantitative research and actively engages with policy counterparts to answer key questions in public policy. CERP was founded in 2008 by renowned Pakistani economists based at the Harvard University's John F. Kennedy School, University of Chicago, Pomona College and Lahore University of Management Sciences.

Project and Position Description

CERP is seeking a Call Center Agent for the Women's Mobility Program that is studying the socioeconomic impact of provision of high quality transport services and job search facilitation services in urban and peri-urban Lahore. It uses a randomized controlled trial (RCT) methodology, and shall test for the differential impact of women's only restrictions on female mobility, labor force participation, and other indicators. As part of this program, an employment assistance service called Job Talash has been set up, which aims to assist jobseekers in finding suitable job opportunities, and for employers to find suitable candidates for job openings.

The Principal Investigators of the project are Dr. Erica Field (Duke University) and Dr. Kate Vyborny (Duke University).

The successful candidate will join the team as soon as possible. This is a full-time position based at the CERP office in Lahore. CERP's project teams are small, and the amount of work we accomplish is significant. The position is challenging but rewarding – only apply if you are the type of person who takes charge and responsibility, can do good work with little supervision, and are willing to learn new things in order to get the job done. The ability to take on challenges is essential.

Job Description

1. Managing inbound and/or outbound calls;
2. Following various communication scripts when speaking to a caller
3. Respondent engagement
4. Identifying responses, answering questions and providing relevant responses to issues
5. Building sustainable relationships with callers
6. Enter, update and verify data using multiple forms, while ensuring accuracy
7. Comply with data integrity and security policies
8. Demonstrate ability to comply with set calling targets and deadlines

Requirements

Gender: Females only

Education: Intermediate in Arts or any other relevant field

Experience: Minimum 1 year of call center experience

Skills:

- Minimum Intermediate degree in relevant field
- Understanding of telephonic surveys
- Ability to work with little supervision
- Proficiency in data entry

Salary: Minimum starting salary for a full-time Call Center Agent role at CERP is PKR 18,000 per month (all-inclusive).

How to Apply

Please follow the instructions below. Any applications or CVs submitted outside this process will not be considered. Only successful candidates will be contacted

Interested candidates should:

1. Fill out the [online form found here](#), marking Call Center Agent as the position you are applying to
2. Send an email to **BOTH** careers@cerp.org.pk and womens.mobility@cerp.org.pk with the subject **“WMP-CCA”**. Please include your cover letter, CV, and transcripts.