RECRUITMENT NOTIFICATION

1. eHealth Project Management Unit, Department of Health & Family Welfare, Government of Kerala invites applications from eligible candidates for recruitment under the eHealth Kerala project on contract basis for the following positions in specialized segments.

Sl No	Position	No of posts
1	**Assistant Admin**	1
2	**Call Center Assistant**	3

The initial posting will be for a period for one year, which may be extended there after, based on performance and requirement.

2. Schedule of events

Last date for Submission of applications: **27/02/2021**

3. Eligibility Criteria
The applicants intending to apply should ensure that they fulfill all the eligibility criteria specified herein below before applying. The cut-off date for attaining the prescribed eligibility shall be the date of notification.

4. Nationality: Applicant must be a citizen of India

5. How to apply

Applications shall be sent to ehealth@kerala.gov.in in the prescribed format.

Physical application WILL NOT be accepted.

Address for correspondence:

The Project Director
eHealth Project Management Unit
Directorate of Health Services,
General Hospital Junction
Thiruvananthapuram – 695035
Contact Office No : 0471 2983033 ;
 Email :ehealth@kerala.gov.in

6. Selection Criteria

a) The selection of candidates to the notified positions shall be based on personal interview conducted. eHealth reserves the right to cancel the recruitment process at any stage without citing any reasons thereof.

b) Canvassing in any form by an applicant will lead to his / her disqualification in the selection process.

c) The applicants are advised in their own interest that they should not furnish any false, tampered or fabricated particulars / documents and should not suppress any material information while submitting the application.

d) If an applicant is found guilty of using unfair means during the selection process and / or impersonating or procuring impersonation by any person and / or misbehaving and / or resorting to any irregular or improper means in connection with his / her candidature and / or obtaining support for his / her candidature, by any means, he / she shall be disqualified from the selection process for which he / she is a candidate.

7. Qualification and Experience:

It should be noted that the eligibility criteria specified herein is the basic qualification for applying the positions. However, merely applying for / appearing for and/or qualifying at any stage of selection process for the positions does not imply that a candidate will necessarily be eligible for employment / confer right on him / her for appointment in the notified position.

7.1 Assistant Admin

Number of Posts-**one**

Essential qualification— Any degree /PG from a recognized University

Required Competencies, skills & Experience

Minimum of 3 years working experience in similar position. Working experience in government/development sector projects will be an added advantage.

Duties and responsibilities

Central to smooth process and efficiency, an Administrative Assistant is assigned with the following duties and responsibilities:

- Assisting the Manager (Administration) in all the administrative and other matters of the institution, assigned from time to time.
- Initial processing of the files of the institution in general and the Administration in particular.
- Custodian of the files and documents of the institutions

- Responsible for receiving, maintaining, processing and dispatching the communications in time.
- Answering and directing phone calls to relevant staff
- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Preparing documents for meetings and business trips
- Processing and directing mail and incoming packages or deliveries
- Greeting and directing visitors and new staff to the organization
- Writing and issuing emails to teams and departments on behalf of teams or senior staff
- Researching and booking travel arrangements for staff members
- Finding ways to improve administrative processes

7.2 Call Center Assistant

Number of Posts-**Three**

Diploma/B.Sc/M.Sc/BTech/MCA (Electronics/Computer Science/IT) One year experience in Hospital Management system/ Knowledge in Hardware & Networking.

Duties and responsibilities

A Call Centre is a facility that handles inbound and/or outbound calls on behalf of the organization. It may handle customer service calls, complaints or other issues related to the PMU's products and services. The function of a call center is strictly focused on large telephone call volume beyond an organization's internal capabilities and infrastructure.

Project Director