

### **About Dhwani Foundation:**

Dhwani Foundation is a Bengaluru based registered trust. Its primary objective is to improve the productivity & efficacy in the social sector, through organizational development programmes, technology enablers, system & process improvement and sectoral strengthening. Log on to [www.dhwanifoundation.org](http://www.dhwanifoundation.org) for more details.

Currently foundation's work is spread in Karnataka, Tamilnadu, North-East and other parts of the country, supporting close to 1500 grassroots NGOs through various initiatives. Dhwani foundation also works with the Government, Donors, NGO Federations, Academia and other stakeholder to promote a vibrant and credible social sector. Dhwani foundation is a team of 30 members from diverse fields who bring-in interesting dimensions to the development sector.

**Position:** Partner Engagement Associate – Goonjan (Full time)

**Location:** Bangalore

### **Purpose:**

We are looking for a dynamic, enthusiastic and creative Partner Engagement Associate to manage our ongoing relationship with the growing base of our NGO partners.

### **Key Responsibilities:**

- Interact with partner NGOs face to face and / or over the phone
- Participate in & Host networking events, webinars
- Formalize methodology to seek reviews, testimonials, feedback, product experience
- Handle and escalate customer requests, complaints, concerns
- Improve onboarding – manage contracting, invoicing, baselining process
- Evaluate, develop and improve tutorials and other communication infrastructure
- Analyze customer data to improve customer experience
- Minimize customer churn
- Aid in product design and product development
- Promote an energetic fan base for Goonjan and locate brand ambassadors to share the product's benefit and value
- Develop detailed understanding of the product to assist customers better
- Develop measurable customer success indicators
- Contribute to DF's social media presence & other content with success stories
- Collaborate with Marketing/sales team & Implementation team

### **Experience:**

Not mandatory. Freshers can apply.

### **Skills & Knowledge:**

- Should have a Graduation degree in Business Administration or similar
- Strong inclination to customer service and passion to achieve customer satisfaction to the highest level
- Proficient in Microsoft Office and any CRM tool is an added advantage
- Should have excellent Communication & presentation skills
- Should be a natural & active listener
- Self-driven and proactive in nature
- Ability to multi-task and manage multiple partners (in 100's)
- Exposure to social sector is not mandatory but is a plus
- Working knowledge of Kannada and English
- Should be willing to travel

### **Application Process:**

To apply for this position, send your CV and covering letter to

[kvnyak@dhwanifoundation.org](mailto:kvnyak@dhwanifoundation.org) before 15-Jan-2023, with “Partner Engagement Associate – Goonjan” as the subject line. Will be helpful if you share a link to your LinkedIn profile.

**Only short-listed candidates will be contacted.**