

Job Description

Job Title: Associate - Data Entry and Administrative support

Reports To: Chief program officer

Based at: Bangalore, Karnataka.

Purpose: The purpose of this role is to lead and manage tools, ensuring efficient workflows, data accuracy, and digital process optimization. It supports organizational decision-making through timely MIS reporting and robust data management. The role ensures accurate drafting, review, and compliance of all agreements and resolutions. It also represents organisation externally to build networks and strengthen institutional visibility

Responsibilities:

1. Tool Management (ERP):

- Ensure correct user roles, permissions, workflows, and access controls are maintained.
- Monitor system performance, backups, updates, and security compliance.
- Work closely with internal departments to understand business processes and convert them into ERP workflows.
- Create detailed documentation (SOPs, workflow diagrams).
- Identify process gaps and propose digital solutions using ERP features.
- Coordinate end-to-end ERP implementation for new modules or process enhancements
- Coordinate with developers and functional consultants for customization, integrations, and testing.
- Conduct UAT (User Acceptance Testing) and ensure smooth go-live.
- Create custom reports, dashboards, KPIs, and analytics for management
- Train end-users on modules, features, and process workflows.
- Analyze system usage and implement enhancements to improve efficiency.
- Maintain audit trails, logs, and documentation.

2. Management Information System.

- Gather operational data from multiple units and Ensure data accuracy, completeness, and timely updates.
- Manage master data and maintain data integrity.
- Prepare monthly MIS reports for management

3. Agreement and Resolution:

- Draft, review, and finalize various agreements including project agreements, vendor contracts, MoUs, and service agreements.
- Maintain a central repository of all agreements with proper version control.
- Prepare resolutions for trustee approvals with accurate details, financial information, and supporting documents.
- Ensure all documents (agreements, resolutions, meeting minutes) are complete, accurate, and approved per internal protocol.
- Provide periodic updates to management on agreement status and resolution pipelines.

4. External Engagement.

- Represent organisation at key forums, conferences, events to build our network and generate potential leads.

5. Required Skills and Qualifications

- Education: High school diploma or equivalent is typically required; some positions may prefer an associate's degree or relevant certifications.
- Typing Skills: Proficiency in typing with a high degree of accuracy; familiarity with data entry software and spreadsheet applications (e.g., Microsoft Excel).
- Attention to Detail: Strong attention to detail to ensure data accuracy and completeness.
- Organizational Skills: Excellent organizational and time management skills to handle multiple tasks efficiently.
- Communication Skills: Good verbal and written communication skills to interact effectively with team members and other departments.

6. Work Environment

- Data Entry Associates may work in various settings, including offices, healthcare facilities, and remote environments.
- This role is crucial for maintaining the integrity and accessibility of data within an organization, supporting various departments by ensuring that information is accurate and up-to-date.

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