

## Job Description

Job Title: Associate 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 Ashraya Hashta Trust externally to build networks and strengthen institutional visibility.

### Responsibilities:

1. Tool Management (ERP): - Ensure correct user roles, permissions, workflows, and access controls. - Monitor system performance, backups, updates, and security compliance. - Convert business processes into ERP workflows. - Create SOPs and workflow documentation. - Identify process gaps and suggest ERP solutions. - Coordinate ERP implementation for new modules. - Coordinate with developers for customization and testing. - Conduct UAT and ensure smooth go-live. - Create reports, dashboards, KPIs. - Train end-users. - Analyze usage and improve efficiency. - Maintain audit trails and logs.
2. Management Information System: - Gather operational data and ensure accuracy. - Manage master data. - Prepare monthly MIS reports.
3. Agreement and Resolution: - Draft and review project agreements, contracts, MoUs. - Maintain agreement repository. - Prepare trustee resolutions. - Ensure completeness and compliance of documents. - Provide updates on agreement and resolution status.
4. External Engagement: - Represent Ashraya Hashta Trust at forums and events.
5. Required Skills and Qualifications: - Education: BCA/BSW - Typing proficiency, Excel knowledge. - Strong attention to detail. - Organizational & time management skills. - Good communication skills.
6. Work Environment: - May work in office, healthcare, or remote environments. - Supports organizational data accuracy and accessibility.