



**Terms of Reference (TOR) for a Call Centre Attendant at the National Forestry Authority (NFA)
Supported by the IFPA-CD project of the World Bank**

Position Title:

Call Centre Attendant

Duration:

1 year and 4 months contract (16 months) effective 1st March 2025.

Duty Station:

National Forestry Authority (NFA) Headquarters, Kampala, Uganda

Reporting to:

Public Relations Officer

Background

The National Forestry Authority (NFA) has partnered with the World Bank under the **Investing in Forests and Protected Areas for Climate-Smart Development (IFPA-CD)** project to strengthen its communication and public engagement strategies. The project, aimed at promoting forest conservation and sustainable management, includes the establishment of a modern call centre. This call centre will enhance NFA's responsiveness to public inquiries, support grievance handling, and promote awareness about the organization's activities, especially in target landscapes such as the Albert Rift and West Nile regions.

The Call Centre Attendant will play a critical role in operating the call centre, coordinating communication, and ensuring effective engagement with stakeholders

Objectives of the Assignment

The Call Centre Attendant will support the establishment and efficient operation of the NFA's modern call centre. The assistant will manage public inquiries, handle grievances related to the IFPA-CD project, and contribute to enhancing NFA's public engagement and conservation efforts.

Specific Responsibilities

1. Call Centre Operations

- Assist in the setup and daily operation of the call centre,
- Ensuring efficient handling of public inquiries
- Receive and forward grievances received on IFPA-CD project to the responsible office for management.
- Follow up to ensure that the received grievances have been resolved and provide feedback to the aggrieved person.
- Respond to phone calls, emails, and social media inquiries, providing accurate information about NFA's activities and the IFPA-CD project.
- Maintain a courteous and professional approach when interacting with stakeholders and the public.
- Record and categorize all incoming queries and complaints, ensuring they are directed to the relevant NFA departments for timely resolution.
- Provide on time report (Weekly, Monthly and Quarterly reports) for the activities including disaggregated summaries of received calls, purpose, and status.

2. Communication and Public Engagement

- Promote NFA's activities, policies, and the IFPA-CD project through call centre interactions.
- Support the Communications and Public Relations Unit in disseminating information related to forest conservation and legal frameworks.
- Coordinate with other NFA departments to ensure the delivery of accurate and consistent information.
- Assist in preparing communication materials, briefs, and reports related to the call centre's activities.

3. Monitoring and Reporting

- Track and monitor call centre performance, including response times, customer satisfaction rates, and call volumes.
- Provide monthly reports to the Public Relations Officer, highlighting key metrics and areas for improvement.
- Contribute to the analysis of public feedback, using data to inform decision-making and policy development.

4. Training and Capacity Building

- Participate in training sessions to stay updated on NFA's operations and the IFPA-CD project.
- Assist in training new call centre officers, ensuring they are familiar with the project and NFA's activities.

5. Administrative Support

- Maintain detailed records of all interactions, ensuring data is accurately stored for reporting and analysis.
- Provide administrative assistance to the Communications and Public Relations Unit, including scheduling meetings and preparing minutes.

Deliverables

1. **Public Engagement:** Respond to at least 80% of incoming calls and inquiries within a response time of under 5 minutes.
2. **Monthly Reports:** Submit comprehensive reports on the call centre's performance, including feedback on grievances and public satisfaction levels.
3. **Customer Satisfaction:** Achieve and maintain a customer satisfaction rate of at least 80% over the contract period.
4. **Public Awareness:** Increase public awareness of NFA activities and the IFPA-CD project through proactive engagement.
5. **Training:** Participate in regular training and on boarding of new call centre staff.

Required Qualifications

- **Education:** Bachelor's degree in Communications, Public Relations, Mass Communication, or a related field.
- **Experience:**
 - Minimum of 2 years of experience in customer service, communications, or call centre operations.
 - Knowledge of Uganda's forest management policies and NFA's objectives is an added advantage.
- **Skills:**
 - Proficiency in handling communication systems, including call centre software and customer management platforms.
 - Excellent interpersonal and communication skills (both written and oral).
 - Strong organizational and multitasking skills.
 - Ability to work under pressure and meet deadlines.

Contract Terms

- **Duration:** 16 months with three months' probation (renewable based on performance and availability of project funding).
- **Compensation:** Commensurate with qualifications and experience, in line with NFA's salary structure.

Employment procedures.

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