



Point of View Is Looking for a Bilingual Responder (Bengali and Hindi) for TechSakhi

Interested in helping women and LGBTQIA+ persons with digital safety and security issues?

Join TechSakhi!

TechSakhi is a digital safety helpline for women and LGBTQIA+ persons run by Point of View, a Mumbai-based non-profit that works on gender and technology. Piloted in February 2022 in Hindi, TechSakhi has served hundreds of callers with accurate and personalised information on countering online harassment and increasing digital security. The helpline provides empathic, confidential and empowering support by:

- Responding to complaints of digital harassment, abuse, and violence, as well as providing information on how to respond to discomfort and insecurity
- Responding to queries around digital safety and security
- Demystifying digital safety for users
- Providing referrals where possible to service providers

We are currently recruiting responders who will work on the helpline. They will be at the frontline, answering queries/complaints. We are looking for women who:

- Are fluent in Bangla and Hindi
- Have a solid gender perspective
- Have good verbal communication skills
- Can use a laptop and Bangla and Hindi keyboard
- Can relay knowledge clearly that is accurate and based on evidence/best practices
- Can do work from their home with privacy to ensure confidentiality of people accessing the helpline
- Are willing to learn
- Are team players
- Are empathetic and interested in helping people
- Are passionate about addressing online gender-based violence or digital safety
- Previous experience working at BPOs or helplines (Desirable)

- Recent graduates of Bengali Hons. degrees, who can read and understand Hindi are also encouraged to apply.

Job Specs

This is a full-time position, 11am-7pm (Helpline Timings: Subject to change), 5 days a week. (Monday through Sunday) on a roster basis. The roster is equitably distributed, and ensures that no one does more than 5 days a week.

Job Location

Anywhere within India; this is a remote position. You must be extremely comfortable working remotely.

Start date

As soon as possible

To Apply

To apply, please email the following to vacancies@techsakhi.in with a cc to yashoroop@techsakhi.in by 11:59 pm, 19th March 2023.

- An updated resume or CV
- A cover letter answering the following questions (please keep your answers within 200 words)
 - What is your interest in working at a digital helpline?
 - Please tell us why you are a good match.
 - What is your experience or interest related to gender and tech?

Application Deadline

11:59 pm, 10 March 2023 (or earlier depending on applications)