



**COFFEE BOARD**  
**Coffee Krishi Taranga**  
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EXTN/Tech.Cell/PAD-19E/2026-27/93

Date: 07 July, 2026

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## **CALL FOR APPLICATIONS**

### **FOR THE POST OF MALAYALAM CALL CENTER OPERATOR**

The Coffee Krishi Taranga (CKT) Service was launched in 2018 by the Coffee Board of India with the support of Precision Development (PxD) to provide an evidence-based digital extension platform that is both cost effective and scalable. This service provides voice advisories to coffee farmers in Karnataka, Kerala, Andhra Pradesh and Tamil Nadu through a two way IVR system. CKT has registered over 1650,000 farmers in total.

The above-mentioned project seeks to engage one (1) technically qualified person as a 'Call Center Operator' on ad hoc basis to coordinate the enrollment of farmers from Kerala region and training of farmers on the service. The said position is purely temporary in nature and the selected candidate will be paid consolidated monthly remuneration only and not eligible for any other allowances.

The responsibilities of the selected candidate will include the following:

- Collecting farmer information remotely
- Adhering to data quality guidelines
- Compilation and submission of data when required
- Any other related task as assigned

The call center operator would report directly to the Program Manager and would be **based at Coffee Board's Head Office in Bangalore.**

**Engagement duration: Eleven (11) months.**

Desired Qualifications and Experience:

- A Bachelor's degree in any field is mandatory.
- **Proficient communication skills in Malayalam** and English.
- Knowledge of Kannada language preferred
- Prior call-centre experience preferred
- Proficient in basic computer skills (Windows OS, MS Word).
- Familiarity with ODK/Kobo/Survey CTO (other survey tools) will be an added advantage.

**Remuneration**

The consolidated remuneration for the said position will be Rs 20,000/- (Rupees Twenty Thousand only). Upon completing the first eleven months, the ad-hoc engagement could be extended further based on a performance appraisal. The selected candidates shall not have any Locus standi to claim permanency in the Coffee Board.

**Application Procedure**

Interested candidates are requested to fill this [Google Survey Form](#)

The last date and time for filling the Form is 22st July 2026, 4.00 P.M

Joint Director Extension  
Coffee Board, Bengaluru