Smile Foundation

# Executive - Telecalling in Mumbai & Bengaluru | Smile Foundation

Mumbai, Maharashtra, Bengaluru, Karnataka · full-time · entry level · Competitive

Application Assist →

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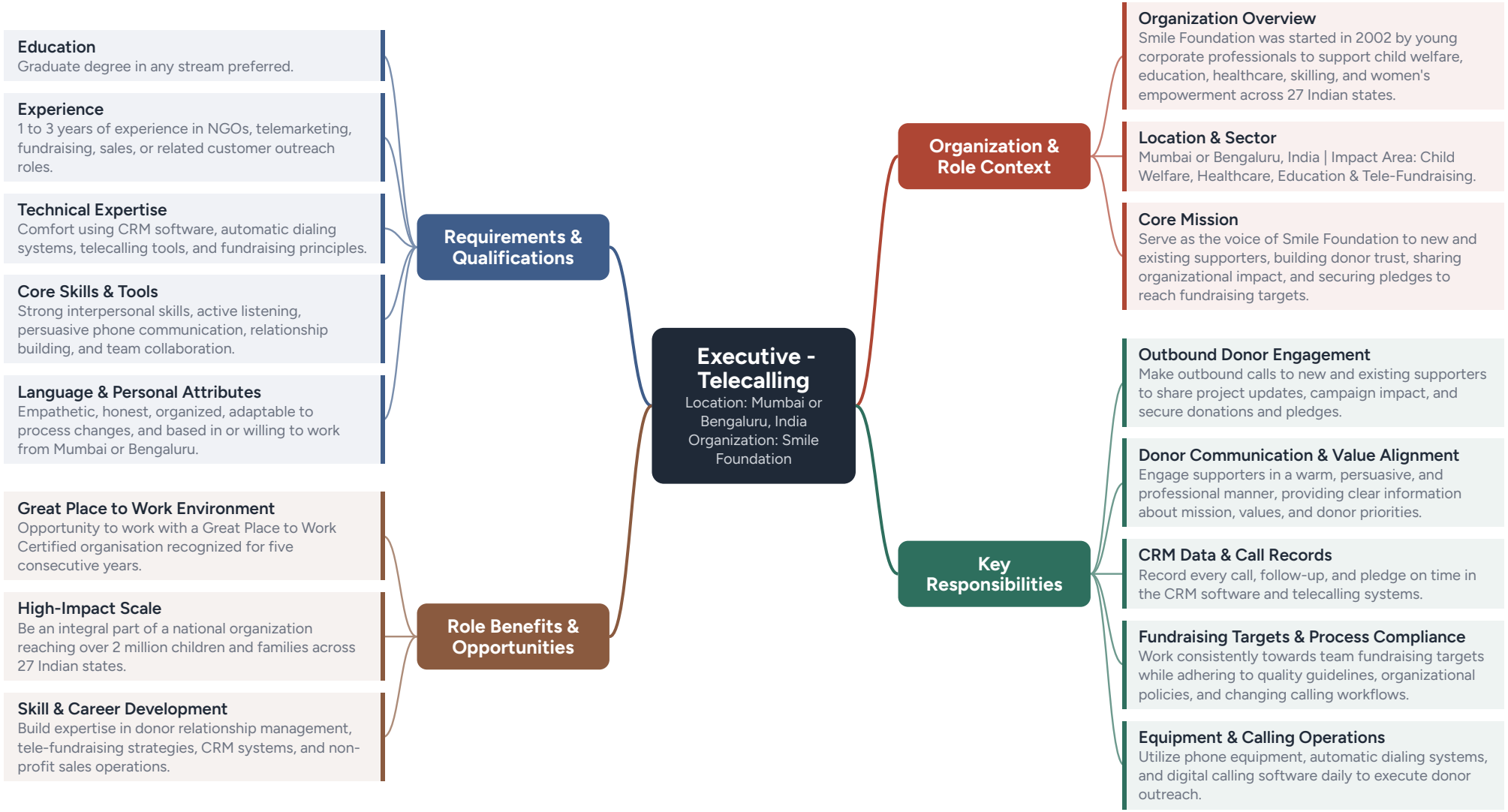

## Skills this role needs

| | | | | |
|---|---|---|---|---|
| Donor telecalling | Fundraising | Donor retention | CRM software | Persuasive communication |

## Job description

### Smile Foundation

Smile Foundation works for the welfare of children and families from underprivileged communities through programmes in education, healthcare, skilling and women's empowerment. It was started in 2002 by a group of young corporate professionals. Today it reaches over 2 million children and their families, with projects in 27 states, 10 offices and over 650 employees, along with many volunteers and supporters. It holds Special Consultative Status with the United Nations Economic and Social Council and has been Great Place to Work Certified for five years running. Most of its projects are funded through CSR (corporate social responsibility) and are run directly or with grassroots partners in cities, villages and aspirational districts.

### Role

As Executive - Telecalling, you will be the voice of Smile Foundation for its donors. You will call new and existing supporters, tell them about the organisation's work with children and families, and ask them to give or pledge their support. You will keep careful records in the CRM (customer relationship management) system and work towards fundraising targets, while treating every donor with honesty and respect.

#### Responsibilities

- Make outbound calls to new and existing donors to share Smile Foundation's work and its fundraising campaigns.
- Speak with donors in a warm, professional and persuasive way to secure donations and pledges.
- Give accurate and clear information about the organisation's mission, programmes and impact.
- Use phone equipment, automatic dialing systems and other calling tools every day.
- Record every call and follow-up in the CRM and telecalling systems on time.
- Work towards the fundraising targets set for the team.
- Follow organisation policies and quality guidelines, and adjust to changes in process.
- Protect the organisation's values and understand what each donor needs and cares about.

#### Requirements

- A graduate degree in any stream is preferred.
- 1 to 3 years of experience in NGOs (non-governmental organisations), with a background in telemarketing, fundraising, sales or a related field.
- Strong communication and people skills, with the ability to listen as well as speak.
- Comfort using CRM software or similar tools.
- Knowledge of fundraising principles and methods is a plus.
- Ability to build lasting relationships with donors, work well with a team and keep organised records.
- Based in or willing to work from Mumbai or Bengaluru.

#### Benefits

- Work with a Great Place to Work Certified organisation, recognised five years running.
- Be part of a national organisation that reaches over 2 million children and their families.
- Build strong skills in donor communication, fundraising and CRM tools.

### Apply

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About the organisation

# Smile Foundation

smilefoundationindia.org ↗
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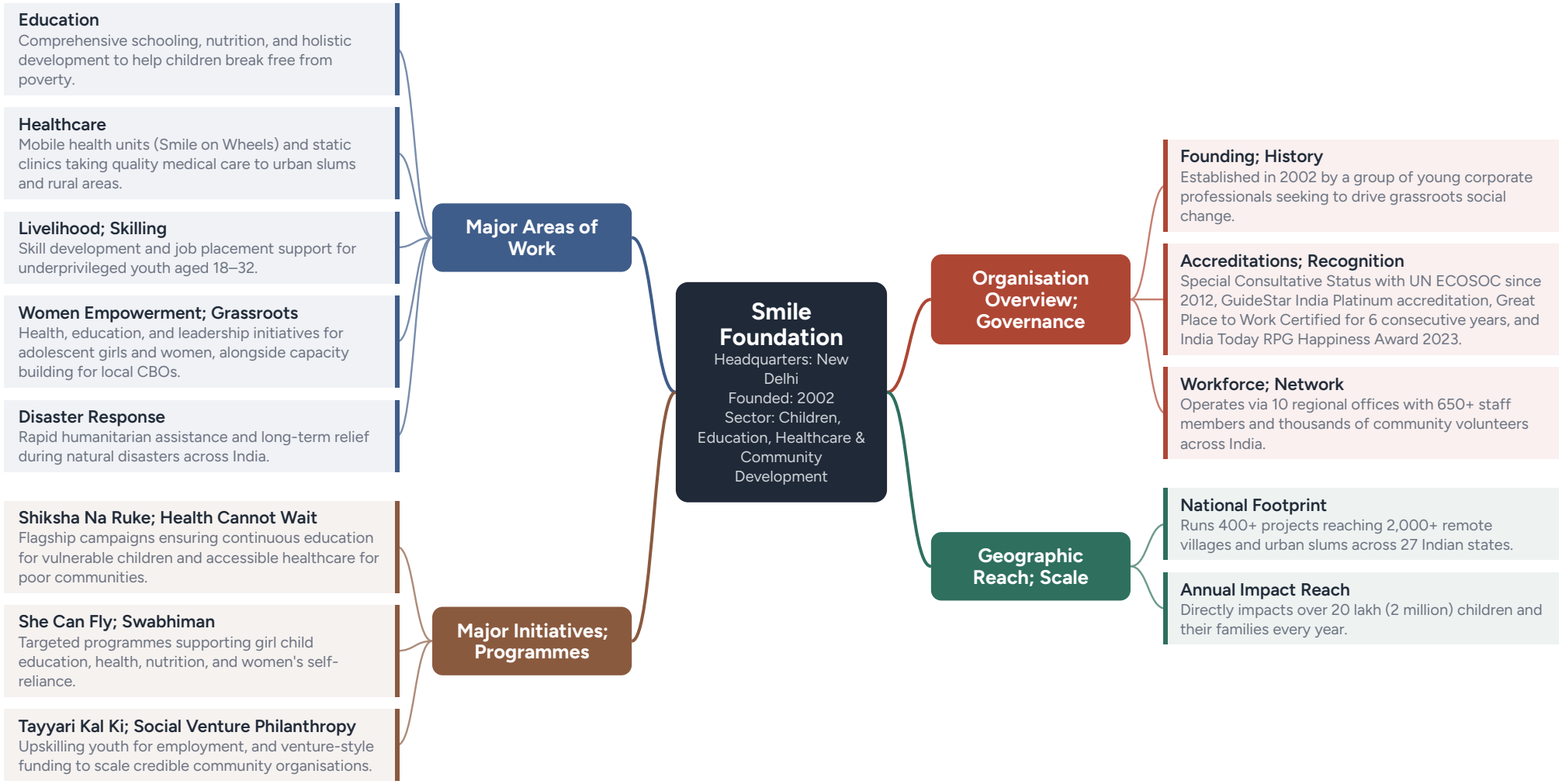

## About Smile Foundation

Smile Foundation is one of India's largest and most trusted development organisations. Established in 2002, Smile Foundation is an Indian development organization, impacting the lives of over 20 lakh children and their families every year. The organisation runs more than 400 projects on education, healthcare, livelihood, and women empowerment in over 2,000 remote villages and urban slums across 27 states of India. Started by a group of friends who wanted to give back to society, Smile Foundation has grown into a well established institution that works closely with communities, government programmes, and corporate partners. The organisation works as a catalyst for change, complementing government efforts to achieve the Sustainable Development Goals, and partners with like-minded institutions to implement high-impact programmes at the grassroots. Major Areas of Work

- Education: Smile Foundation views education as both a means and an end to a better life, since it helps children build a strong foundation and break free from the cycle of poverty and disease. Programmes cover schooling, nutrition, and holistic development for children. smilefoundationindia
- Health: Healthcare services are taken directly to underserved communities, recognising that a child cannot stay in school if they or their family are unwell.
- Livelihood: Skill training and placement support help underprivileged youth find stable employment.
- Women Empowerment: Adolescent girls and women are supported through community engagement, education, and health initiatives.
- Empowering Grassroots: Smaller community-based organisations are helped to become locally sustainable through capacity building and mentorship.
- Disaster Response: The foundation responds to the needs of people affected by disasters across the country.

### Major Initiatives and Programmes

Shiksha Na Ruke: Helps children from difficult circumstances get back to school and continue their education. Health Cannot Wait: Brings accessible, quality healthcare to underprivileged communities. She Can Fly: Supports girl children with quality education, nutrition, and health support. Swabhiman: Focuses on women's empowerment. Tayyari Kal Ki: Trains and upskills youth between 18 and 32 years of age for employment and a secure livelihood. smilefoundationindia Social Venture Philanthropy: A venture capital-style model where Smile Foundation identifies and funds credible community organisations, helping them scale sustainably.

Impact

- Over 20 lakh children and families reached every year smilefoundationindia
- 400+ projects running across the country smilefoundationindia
- 2,000+ villages and urban slums reached smilefoundationindia
- 27 states covered across India smilefoundationindia
- Recognised with the India Today RPG Happiness Awards 2023, CSR Times Award 2022, Special Consultative Status with UN ECOSOC since 2012, and Guidestar India Platinum accreditation

Smile Foundation offers the chance to work at scale, with a 20+ year track record and a presence across most of India. Employees get to work directly with underserved communities while also engaging with major corporate partners like HDFC Bank, Philips, Reliance, and Cisco. The organisation is well governed, has strong name recognition in the sector, and has been certified as a Great Place To Work.

This is a good fit for people who want to work at one of India's largest and most established NGOs, with structured programmes, strong corporate partnerships, and clear pathways to grassroots impact.

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