### Job Description for the Post of Kiosk District Coordinator

**Job Title:** Kiosk District Coordinator

**Department:** Kiosk Operations

**Location:** Various districts across the state

**Job Type:** Full-time

#### Overview:

The Kiosk District Coordinator is responsible for overseeing the management and operations of MPOnline kiosks within their designated district. The role involves ensuring that kiosks comply with organizational standards and regulations, providing support to kiosk operators, and liaising between the central office and kiosks to facilitate smooth operations and excellent service delivery.

#### Key Responsibilities:

1. **Kiosk Management and Oversight**
	* Monitor the performance and operations of kiosks within the district.
	* Ensure that kiosks adhere to all operational guidelines and standards set by MPOnline.
	* Conduct regular audits and spot checks to verify compliance and service quality.
2. **Support and Training**
	* Provide ongoing support and guidance to kiosk operators to enhance service delivery.
	* Organize and conduct training sessions for new and existing kiosk operators.
	* Address and resolve any issues or queries that arise from kiosk operations.
3. **Reporting and Documentation**
	* Maintain accurate records of kiosk operations, including compliance reports and performance metrics.
	* Prepare and submit regular reports to the regional manager and central office.
	* Document and report any incidents or irregularities in kiosk operations.
4. **Stakeholder Engagement**
	* Act as the primary point of contact between kiosk operators and the MPOnline central office.
	* Liaise with government bodies and local authorities to ensure cooperation and compliance with local regulations.
	* Engage with the community to promote the services offered through the kiosks.
5. **Quality Control and Improvement**
	* Implement quality control measures to ensure high standards of service delivery.
	* Gather feedback from customers and operators to identify areas for improvement.
	* Propose and implement enhancements to kiosk operations based on feedback and performance analysis.
6. **Compliance and Regulatory Adherence**
	* Ensure that all kiosk operations comply with legal and regulatory requirements.
	* Keep abreast of changes in regulations and policies that affect kiosk operations.
	* Educate kiosk operators about regulatory updates and compliance requirements.

#### Required Qualifications:

* Bachelor’s degree in any stream.
* At least 1-2 years of experience in a supervisory or management role, preferably in retail or customer service operations.
* Experience in government or public sector operations is a plus.

#### Skills and Competencies:

* Strong leadership and people management skills.
* Excellent communication and interpersonal skills.
* Proficient in using computer systems, including office software and database management.
* Ability to resolve conflicts and handle stressful situations diplomatically.
* Strong organizational skills and attention to detail.

#### Personal Attributes:

* High integrity and professionalism.
* Proactive, motivated, and capable of working independently.
* Strong commitment to service excellence and customer satisfaction.
* Ability to adapt to changing environments and handle multiple priorities.

#### Working Conditions:

* Field visits to kiosks across the district are required.
* Regular interaction with government officials and the citizen.
* Occasional weekend or evening work may be required to meet training and operational needs.