

## Job Description

<b>Location</b>	Bangalore	
<b>Division/Department</b>	Training	
<b>Job Title</b>	Training Executive/ Assistant Manager – Training & Audits	
<b>Reporting to</b>	Head – Strategy & Sales	
<b>ROLE DEFINITION</b>		
<p>The incumbent would be responsible for training the partners on SmartQ product and methodology. She/ He would also be responsible for conducting Sales training for employees. Also, Faculty training would be his/her responsibility. He/ She would be responsible for conducting regular assessments and audits and updation of all manuals and study materials.</p>		
<b>ROLE DESCRIPTORS</b>		
<ul style="list-style-type: none"> <li>• To conduct regular SmartQ Product training sessions for the partners</li> <li>• To conduct regular sales training sessions for the sales employees and mentor them on sales process</li> <li>• To conduct regular faculty training sessions for faculty of partners</li> <li>• To conduct periodic methodology assessments</li> <li>• To conduct periodic sales training for employees</li> <li>• To support and guide partners in day-to-day operations of the centre</li> <li>• To develop partnerships with Institutions, franchises, individual partners who run SmartQ modules.</li> <li>• To do regular assessments and audit</li> <li>• To take feedback on training sessions conducted and improvise on the same</li> <li>• To gauge the level of learning of trainees and improve on the training sessions</li> <li>• To ensure regular updation of all study materials, content and books</li> <li>• To ensure relevance of content</li> <li>• To maintain quality of content</li> </ul>		
<b>ACCOUNTABILITY-PERFORMANCE MAPPING</b>		
<b>ACCOUNTABILITIES</b>	<b>PERFORMANCE PARAMETERS</b>	
<ul style="list-style-type: none"> <li>• Partner Training</li> <li>• Sales Training</li> <li>• Training Feedback</li> <li>• Assessment &amp; Audit</li> <li>• Manuals and Study Materials</li> </ul>	<ul style="list-style-type: none"> <li>• No. of Partner Training Sessions conducted</li> <li>• No. of faculty training sessions conducted</li> <li>• No. of Sales Training sessions conducted</li> <li>• Level of learning of partners</li> <li>• Level of learning of employees</li> <li>• Feedback of training</li> <li>• Quality of training</li> <li>• Adherence to training calendar</li> <li>• No. of Batch Audits conducted</li> <li>• No. of Center Audits conducted</li> <li>• No. of Methodology Assessment conducted</li> <li>• Timely updation of manuals</li> <li>• Relevance of manuals</li> <li>• Quality of content</li> <li>• Quality of study material</li> <li>• Audit reports</li> </ul>	
<b>ROLE AUTHORITY</b>		
<ul style="list-style-type: none"> <li>• Monetary- As per the entitlements of the level/designation</li> </ul>		
<b>COMPETENCY REQUIREMENTS</b>		

<b>Technical Competencies</b>	<b>Behavioral Competencies</b>
<ul style="list-style-type: none"> <li>• Fluency in spoken and written English</li> <li>• MS Office- Word, Excel, Power Point and Outlook</li> <li>• Internet and search</li> <li>• Communication and presentation skills</li> <li>• Relationship Management</li> <li>• Persuasion skills</li> <li>• Convincing Ability</li> <li>• Sound Product Knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and Organizing</li> <li>• Problem Solving and Crisis Management</li> <li>• Task Execution</li> <li>• Learning Ability</li> <li>• Interpersonal Skills</li> <li>• Analytical Thinking</li> <li>• Communication and Presentation skills</li> </ul>
<b>WORK EXPERIENCE REQUIREMENTS</b>	
3-6 years of relevant experience in training/ operations in education sector	
Should be from a background in which has handled partners or Franchisees or agents in training and operations domain	
<b>EDUCATION REQUIREMENTS</b>	
Graduation/ PGDM	
<b>OTHER REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Should have good knowledge of local geography</li> <li>• Should be well connected</li> <li>• Knowledge of local language preferred</li> <li>• Should be open to travel</li> </ul>	