

Work Better Training

Job Description

Job Title	Business Operations & Client Relationships - Associate
Location of post	Borivali – East, Mumbai
Working Days	5 days a week from Monday to Friday
Work Timings	0930 – 1830 hrs

Work Better Training > Profile

Work Better Training & Development is an Executive Education and Training firm specializing in the field of behavioral and soft skills training. We partner with corporate organizations to drive their People Development initiatives and achieve the desired business outcome.

Within 7 years of our existence, we have grown at an extremely rapid pace with a team of exceptionally committed and passionate people. We trained close to 30,000 professionals PAN India in the last financial year alone. We are one of the largest training partners for companies like Axis Bank, HDFC Bank, Deloitte, Godrej, Mahindra & Mahindra, etc.

At Work Better, we seek nothing less than excellence, be it in our training programs or the people who work with us.

For more information, kindly visit www.workbetterindia.com

What will you gain by working with us?

- A thirst to constantly learn more.
- A drive towards excellence in whatever you do.
- An eye for detail.
- Lessons in taking ownership and being accountable.
- People and self-development skills.
- Innovation and experimentation with ideas.

Work Better Training

What will your regular day look like?

Operations team is the backbone of Work Better Training. This team, with its flawless execution and extremely organized pattern of work, has helped us build a solid reputation of an organization that can deliver smooth operations on a large scale.

As part of the Business Operations team, you will –

- Manage end-to-end execution of our programs.
- Plan the execution and delivery of individual programs and/or large-scale projects.
- Manage and increase the efficiency of Support Services (HR, IT and Finance) by implementing improvements to each function as well as coordination and communication between support and business functions.
- Process invoices and maintain a database pertaining to clients, trainer payments, and training programs on a monthly/quarterly/annual basis.
- Handle execution of post-training engagement tools as per client's requirements.
- Liaise between clients, trainers, vendors and internal team to ensure the smooth functioning of scheduled workshops.
- Handle databases and MIS.
- Data collation and analysis.
- Provide excellent customer service to stakeholders and respond effectively to queries.
- Play a significant role in long-term planning, including an initiative geared towards operational excellence.

Experience you bring to the table

- 1 – 3 years in Business Operations and Client Servicing, preferably in Corporate/Institutional training or KPOs.

Skills you must possess

- Strong analytical skills.
- Excellent communication – verbal and written.
- Computer literacy, particularly in MS Office, Excel, Word, Outlook.
- Ability to look at situations from several points of view.
- Ability to work with a wide variety of people from different business verticals.
- Ability to multitask and manage different projects at the same time.
- Energy and passion to get work done.
- Be organized and methodical.
- Ability to work under pressure.