

JD: Operations Executive

Job Summary

You being an Operations Executive, are going to be a communication interface between all our stakeholders, namely, users (K-12 children), clients (parents of these users), Instructors (session takers who create magic) and the company. The position demands high accountability and the potential candidate should have a soft nerve towards meeting deadlines.

Responsibilities and Duties

- Plan and schedule LIVE sessions for our users (K-12 students) after coordination between our clients and company employees.
- Coordination of sessions for clients (parents) in sync with the company instructors as per the mutual availability of both the stakeholders.
- Maintenance of the instructors, parents and students dashboards.
- Serve as the primary point of contact when there are customer issues related to classroom/instructor quality, scheduling conflicts or any other issues occurring.
- Accountable for smooth sessions when it comes to sorting communication gaps between various stakeholders.
- Work closely with the product managers and the team to perform analysis of our classes and ensure we are utilizing our instructors and other inventories effectively, maintaining proper classroom data, and ensure proper & effective utilisation of instructors all throughout the courses we offer.

Qualifications and Skills

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Educational Requirements: Any Graduate/Post Graduate degree

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Skills & Experience Required:

- 1-3 years of operations experience, most of which should lie towards handling client-side communication
- Ability to build consensus and relationships among managers, partners, and employees.
- **Good communication skills are a must**

Benefits

Professional and Personal Development

- Design a personal vision. Identify and constantly work on the key knowledge and skills to grow on.
- Actively participate in the personal and professional development programs arranged by Camp K12.
- Work and learn with a team from MIT, Harvard, IIT, Teach for India, and Apple.