

## 1. Assistant Manager - Training & Quality

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 2 years' experience in Quality for sales of Lending products preferably
Skill Set	<ul style="list-style-type: none"><li>• Excellent communication skills (verbal and written)</li><li>• Is aware about lending concepts</li><li>• Should have good interpersonal skills</li><li>• Self-motivated and a self-starter</li><li>• Sound Knowledge of English and other regional language</li><li>• Is an expert on the quality tools</li></ul>
Job Description	<ul style="list-style-type: none"><li>• To conduct training for new hire batches and refreshers for on floor employees</li><li>• To plan resources for ensuring audit compliance</li><li>• To identify training needs and develop customized training plans accordingly</li><li>• Establish and maintain quality standards and procedures to ensure compliance with regulatory requirements and industry best practices.</li><li>• Conduct regular quality audits and assessments to identify areas for improvement and implement corrective actions.</li><li>• To conduct audit the auditor for inhouse and vendor quality team to ensure less variance in every individuals audits</li><li>• To arrange call calibrations for inhouse and vendor Quality team on regular basis</li><li>• Collaborate with cross-functional teams to implement quality initiatives and drive process optimization.</li><li>• Provide coaching, mentoring, and support to employees to foster a culture of continuous learning and quality excellence.</li><li>• Needs to calibrate on Quality and Operational requirements to improve training methods</li><li>• Should suggest improvements to modules for better learning retention</li><li>• To make sure tests / refreshers are done on a timely basis Should be able to create and modify training content</li></ul>