

1. Executive - Training & Quality

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 1 year experience as a Quality Analyst for sales of Lending products preferably
Skill Set	<ul style="list-style-type: none">• Excellent communication skills (verbal and written)• Is aware about lending concepts• Should have good interpersonal skills• Self-motivated and a self-starter• Sound Knowledge of English and other regional language• Is an expert on the product/process, Sales, and soft skills
Job Description	<ul style="list-style-type: none">• To conduct sale call audits and share feedback• Analyse TNI of associates basis the call audits• Early Warning Signals observed during audits if any to be reported on time• Needs to conduct calibration with Operations and Training team to have everyone on the same page• To conduct quality induction in new hire batches• To conduct new hire batches• To conduct dip checks on floor to identify the knowledge gaps• Should be able to create and modify training content