

Role : BPO Facilitator

Tata STRIVE is an initiative of the TCIT, aimed at actively bridging the gap between vocational education and industry needs. Tata STRIVE runs various programmes to skill the youth from underprivileged backgrounds enabling gainful livelihood for each aspirant differentiated by its innovations in technology, pedagogy and methodology.

Designation	BPO Facilitator
Opening	1
Objective	<p>This position demands</p> <ul style="list-style-type: none"> - Training students at Tata STRIVE Skill Development Centre Pune - Delivery and continuous improvement of training programs; collating and sharing feedback about the training program; develop reinforcements and evaluate outcomes - To instruct and facilitate learners (who are school & College drop outs) in classrooms and workshops - To provide and monitor training on hands-on skills that are needed by an BPO
Major Deliverables	<p>Create and maintain a positive and professional learning environment</p> <ul style="list-style-type: none"> • Motivate trainees through effective training methodologies both in group and individual classroom dynamics • Utilize a variety of the training methodologies, techniques, concepts, learning tools, and practices to ensure maximum effectiveness of training delivery, as per the framework provided • Conduct specific training needs assessments to support the design, development and delivery • Monitor and measure effectiveness of training programs and provide necessary feedback to the corporate team for necessary changes when required • Partner with students in their learning process and ensure positive impact on the scorecard • Support mobilization team for mobilizing learners • Performs other related duties as assigned or requested • To conduct classroom and practical assessments for the learners and evaluate their performance • Conduct training programs for Trainees, including virtual training, Classroom training, Demo & Practical.
Reporting To	Centre Manager
Locations	Pune

<p>Essential Skills/ Attributes</p>	<ul style="list-style-type: none">• B.A./B.com• Ability to handle a class of about 30-35 students• Able to read, write and converse in English and local language• Minimum 2 years' Experience in any Domestic or International BPO, experience of Additional experience in the Training domain would be an advantage.• Adequate Communication skills (English & Local Language), Disciplined approach, call handling (Inbound and outbound).
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