Birla Institute of Technology & Science, Pilani
Pilani Campus

JOB DESCRIPTION

About BITS, Pilani	**Birla Institute of Technology & Science, Pilani** has been declared as an "Institution of Eminence Deemed to be University" by the Central Government of India in exercise of the power conferred under **Section 3** of the **UGC Act 1956** and is a renowned science and technology institute with Its headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP has 45+ years of educating working professionals, 46+ programmes, 1,20,000+ working professionals graduated, 46,000+ working professionals enrolled.
Industry	Higher Education
Post/Job Title	**Executive \ Sr. Executive - Operations**
Job Type	Regular, Full time
Reporting to	**Asst. Manager - Operations**
Will also work very closely with	General Manager, Associate Dean, Faculty, Regional Business Development Managers, Faculty Coordinators for Corporate Clients, Learning Facilitators (LF) / Teaching Assistants (TA), Back Office Cell Team members
No. of positions	**One Position**
Location	**Hyderabad**
Principal Responsibilities	**AREAS OF RESPONSIBILITY (Key Activities)** **Collaborative Program Operations** "Finalizing the New Admission Batch and subsequent Semester Registration Batch with the Collaborative Organization SPOCs along with the BDM & Faculty Mentor. Managing the day to day operational activities for the assigned Collaborative Programs." **Management of Program Semester Calendar** "Assisting Faculty Mentor in Program Semester Calendar preparation for all batches. Sharing of Program Semester Calendar with all students at the beginning of semester. Tracking the progress of Program Semester Calendar and planning for contingencies as required." **Faculty Support** "Assigning of Faculty & Learning Facilitator (LF) / Teaching Assistants (TA) for Courses and Releasing Offer Letter on Guest Faculty Portal. Providing administrative support to Off Campus & Guest Faculty and Learning Facilitators (LF) / Teaching Assistants (TA) in their assigned programs. Organizing periodic Faculty and Teaching Assistants (TA) / Learning Facilitator (LF) meetings. Collating and sharing of Student Class Attendance & Exam Reports with BDMs and Collaborative Organization SPOCs Processing of Honorarium Payment requests on time for Guest Faculty & Learning Facilitator (LF) / Teaching Assistants (TA)."

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	Communication Ensuring Timely Release of all Student Communications & Announcements (Welcome Mail, Platform and Orientation Session Training, Sharing of Semester Calendar, Communication on the Conduct of Quizzes and Assignments (EC1), Mid-Semester (EC2) & Comprehensive (EC3) Exams, Opening up of Re-Evaluation window, Results Declaration for Semester and the Opening up of subsequent Semester Registration. **Examinations & Evaluations** Sharing the Data with Exam Team and Exam Service Provider, Student Communication on Hall Ticket and Exam Center Allocation, Exception Handlings for Exams, Assign and Mapping of Faculty & Learning Facilitator (LF) / Teaching Assistants (TA) for Evaluation, Tracking of Evaluation Status, Finalized Evaluation Results need to be shared with EVM Team for enabling Course-wise Grading for faculty, Follow up with faculty for grading, Communication on Results declaration and Grades Publishing. **Coordination with Back Office Cells** Coordination with various Back Office Cells team members for ensuring smooth Semester Operations for all program batches. Providing data to Faculty Mentor, BDM and Collaborative Organization SPOCs as per requirement on a regular basis.
Qualification and Personal Profile	Graduate from a reputed institute "Minimum 2-5 years of post-qualification work experience in Education Operations in Universities, Technology Training Companies / Test Preparation Companies / Skill Development Companies / Education Companies. Candidates with experience in L&D and Training Operations management with large IT Corporations will also be considered for the role"
Other Skill and Ability Requirements	Best Practices in Customer Relationship Management, Adherence and Improvement of Standard Operating Procedures, Readdressing of Customer Grievance System, Vendor Management, Proficient at MS-Excel Process Orientation, Planning and Organizing Skills, Working with cross functional team, Excellent Verbal and Written Communication skills, Service Orientation