

JOB DESCRIPTION

Operations Executive

Position Overview:

The Operations Executive – Student Support will be responsible for managing day-to-day academic and operational activities, providing student support, maintaining ERP/LMS/CRM data, coordinating batches and training programs, and ensuring smooth execution of Online, Offline, and Hybrid courses.

Key Responsibilities:

- Handle student queries, support, communication, and follow-ups.
- Manage student enrollment, registration, attendance, and academic records.
- Maintain and regularly update ERP, LMS, and CRM systems.
- Manage course content, learning materials, schedules, announcements, and online resources.
- Coordinate Online, Offline, and Hybrid training programs.
- Manage batches, timetables, trainers, attendance, and student communication.
- Prepare MIS and operational reports using MS Excel.
- Manage certificate generation, verification, issuance, and student communication.
- Coordinate classroom setup and ensure smooth conduct of training sessions.
- Manage training facilities, equipment, seating, refreshments, and other operational requirements.
- Coordinate with trainers, students, internal teams, and management for smooth program execution.
- Maintain accurate documentation and ensure timely completion of operational activities.

Required Skills & Software Expertise:

- MS Excel: VLOOKUP, Pivot Tables, Filters, Sorting, Data Validation, basic formulas, and reporting.
- Working knowledge of ERP, LMS & CRM platforms.
- Basic Content Management and digital platform management.
- Good communication and student coordination skills.
- Strong data entry, documentation, and record-management skills.
- Good organizational and multitasking abilities.
- Ability to coordinate multiple batches and programs simultaneously.

- **Problem-solving and follow-up skills.**
- **Proficiency in MS Office / Google Workspace will be an advantage.**

Eligibility Criteria:

- **Graduate in any discipline; preferably Business Administration, Management, Computer Applications, Education, or a related field.**
- **1–3 years of experience in operations, student support, education/training, LMS/ERP/CRM administration, or a similar role preferred.**
- **Freshers with strong MS Excel and communication skills may also be considered.**
- **Good command of English, Hindi, and Marathi preferred.**
- **Strong attention to detail and ability to work in a deadline-driven environment.**
- **Willingness to work in Online, Offline, and Hybrid training operations.**