

Job Description

Position/Title:	Associate	Department:	PGPGM
Reporting to:	Lead Manager		
Job duties:	An Associate in the PGPGM department will have below job responsibilities: Batch coordination - • Act as the primary point of contact for participants, handling inquiries, ensuring attendance, and addressing concerns or issues. Ensure participants are informed about program schedules, examination timelines, and assignment deadlines on time. E-mails to the participants for assignment submission, follow-ups, and other communication. • Timely uploading - Course pack, Class presentation, Uploading schedules and other documents on LMS • Maintain records of attendance, submissions, plagiarism and participant progress. Track and report issues. • Handle the logistics for the sessions, Mumbai immersions and programme events- arranging venues, catering, and any technology setup, ensuring smooth execution. • Set up virtual links for online classes and share session recordings with the batch when needed. • Distribute study materials, books, and pre-reads, and coordinate with faculty or RPs for any updates related to content. • Creating feedback links and ensuring timely collection of feedback from participants for Faculty and RPs Additional responsibilities related to the batch • Capstone project -Coordinating the Capstone project for participants with individual faculty and mentor and maintaining all records • Create purchase requests (PRs) on the iON platform for various programme-related expenses, such as textbooks, food, and other necessary resources. • Communication and tracking of fee payments, reminders and penalty. Raising invoices for sponsored participants. • Verification of the documents of admitted participants. • Coordinate for the hostel and payments, handling admission enquiry -as and when generated for Mumbai location		

	Other responsibilities (could include a selection of activities from those listed below) • Process visiting and guest faculty payments • Maintaining course wise records for updates in textbooks and sample papers • Resolving technical/ general queries of RPs for LMS • Scheduling weekly & monthly meetings with the programme. • Collating data of the batches as and when required for accreditation, like contemporary sessions, promotions, demographic numbers, etc. • Coordination for AOL meetings with Faculty & RPs and maintaining AOL course folders • Support in admission process- conduct of test/ interviews, verification of applicant documents/ details etc • Any other task required for smooth running of the programme
Education:	Postgraduate qualification in any discipline. However, graduates with suitable work experience may also be considered
Experience:	Minimum 4–5 years of administrative experience, preferably within an academic or educational setting.
Capabilities required:	• Strong interpersonal skills • Process oriented approach • Sincere and committed attitude • Maturity to engage effectively with executive-level students • Willingness to work on 2-3 weekends (Saturday and Sunday) in a month, with a compensatory weekly off
Technical Skills	- Excellent verbal and written communication skills - Proficiency in MS Office & Google Workspace (Google Sheets, Drive, Google Calendar etc.)