

Job Description:

Associate/Apprentice - Projects

1) Location: We are currently looking for Gurgaon

2) Salary Pay-out & Growth Trajectory:

- Competitive salary package commensurate with industry standards and candidate experience.
- We recommend attending the 'Pre-Placement Talk (PPT)' session to understand the Career Progression Path properly.

3) Brief about the Organization:

- Furniture and Fittings Skill Council (FFSC) is an industry-led organization committed to the sustainable development of the furniture and interior industry in India.
- With the support of 1500+ companies, associations, academia, and Skill Ambassadors, FFSC focuses on creating a robust ecosystem through skill development initiatives and collaborative efforts.
- For more information: visit our website www.ffsc.in and social media platforms.

4) Application & Selection Procedure:

- Interested candidates should submit their resume and other information to the Careers page at <https://ffsc.in/careers>.
- The selection process may include a Pre-Placement Talk, Interview, SOPs, Test, Group Discussion, etc. as deemed necessary. Management holds the final discretion in the matter.

5. About the Role:

- **Objective:**
 - The Associate/Apprentice in Projects will play a key role in handling training and assessment-related operations, cold calling, coordinating with learners, managing databases, and overseeing SID portal operations.
- **Key Responsibilities (KRA):**
 - SIDH Operations: Oversee SIDH portal updates and ensure smooth coordination for data management.
 - Data Entry (SIDH to Excel): Accurately enter learner and training data into Excel (MIS) and ensure timely updates.
 - Documents Verification: Verify assessment and training documents for accuracy and compliance.
 - Database Management & Coordination: Maintain accurate databases and coordinate with teams for data handling.
- **Internal & External Interfaces:**
 - Internal: Collaborate closely with the Operations team, Assessment team, and other relevant departments.
 - External: Engage with learners, and relevant stakeholders to facilitate smooth operations.

- **Key Performance Indicators (KPIs):**

- SIDH Operations: Percentage of SIDH updates completed on time (target: 100%).
- Data Entry (SIDH to Excel): Accuracy and timeliness of data entry with a target error rate below 2% and updates completed within 24 hours.
- Documents Verification: Verification accuracy rate (target: 98%) and timely completion of verification (target: within 48 hours).
- Database Management & Coordination: Database accuracy and completeness rate (target: 99%) and timely coordination with teams (target: within 24 hours of request).

6. Minimum Qualification Requirements:

- Bachelor's degree in any stream, or a related field.

7. Competencies:

- **Technical Competencies:**
 - Operations Management
 - Database Management
 - Cold Calling
 - SID Portal Operations
- **Generic Competencies:**
 - Effective Communication and Interpersonal Skills
 - Team Collaboration
 - Attention to Detail and Accuracy