

JOB DESCRIPTION

Job Title: Executive / Sr.Executive – Training & Development

Department: Training & Development (Human Resources)

Areas: Technical / Soft-Skills Training for SAP/BOT/ HBP

Reporting to: HOD

Job Locations: PAN India

Qualifications:

For Technical Trainer: B. Pharm / M.Pharm

For Soft Skills Trainer: Any graduate / post graduate with relevant soft skills training experience

Experience: 1-5 years of training experience in Retail / FMCG sectors. For technical trainers, teaching experience in pharmacy colleges would be preferred.

OBJECTIVE:

Drive Training & Development for employees' with the ultimate goal of creating a wow experience to the customers.

JOB ROLE:

Training:

1. Training Need Identification and Analysis; customization of Training Methodology
2. Preparation of Monthly Training Calendar
3. Coordinate and deliver Training (Internal) in supervisory development, soft-skills, technical and process driven for frontline associates and achieving training man days
4. Plan and deliver induction to new hires on bi-monthly basis
5. Plan and deliver new hire's training program on bi-monthly basis
6. Plan and deliver existing employees training program
7. Plan and conduct on the job training in SAP/BOT/HBP as per business requirements

HR:

1. Coordinate with HR
2. To receive the list of new joiners eligible for induction and new hire training as per the training calendar
3. To submit the attendance of trainees undergoing induction and new hire training
4. To track three monthly assessments of trainees and carry out counselling whenever required
5. To help solve issues related to attendance, ID card, uniform etc

Budget & MIS:

1. Generate and maintain training related employee database
2. Prepare and report fortnightly Training plan and MIS both for supervisor(s) and frontline associate(s) to the Training coordinator
3. Record actual monthly training expenditure in training MIS

Operations & Customer Service:

1. Encourage and direct supervisors for collecting customer feedback forms
2. Collect relevant issues during branch visit and coordinate with concerned in operations for solutions
3. Liaison with the concerned in operations to deliver operations modules during New hire training

Skill Set:

The incumbent needs to have good conceptual understanding of pharmacy practice and soft-skills in relation to the pharmacy retail industry.

Self motivated, excellent communication, presentation and interpersonal skills with a flair for customer service orientation, passion for delivering training, responsibility sharing and act as a facilitator to the trainees.

This job will require travelling within the region across retail/hospital based pharmacies for on the job training purpose.