

# PROJECT MANAGER – QA/OPERATIONS

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*Great Place to Work® Institute  
Mumbai, India*

## **ABOUT THE ORGANIZATION**

Great Place to Work® Institute is a global management research and consulting firm dedicated at enabling organisations achieve business objectives by building better workplaces.

Companies of all sizes look to us for our assessment tools, trainings, advisory services, conferences and workshops. The world looks to us to identify the best workplaces through our renowned lists produced by our best workplaces study teams. It's all part of our passion to create a better world by helping organisations become great workplaces.

## **JOB DESCRIPTION**

The role involves all aspects of product, process and service quality spanning both the best companies study and consulting practice of the Institute.

- Process Management - Implement and refine the operation process for India's Best Companies to Work For – Study and review process adherence for both the Study, as well as, consulting projects
- Vendor Management – Coordination with Field Agency and IT Partner for various process requirements
- Quality Assurance – Monitoring of the entire study process, and audit consulting process to ensure zero errors in process, and data reporting, and monitor customer feedback for all clients
- Team Management – Coaching, supporting and monitoring operations team for the Study\*
- Reporting – Creating and maintaining MIS reports

\*Operations team will have a senior consultant/ team leader with supervisory responsibilities over other Relationship Managers in Operations.

## SKILLS AND ABILITIES

A Graduate, preferably with post-graduate qualification in systems. The competencies required include:

- Attention to details - Ability to spot and predict potential errors
- Process orientation – Fanatical about following processes and ensuring mistake proofing (checklists, pop ups in software etc.)
- Contingency planning for business continuity and de-risking operations
- Time Management - Ability to plan and organise work and multitask.
- Analytical -Our work involves data and complexity. We work with some of the biggest organisations to solve some key business challenges.
- Technical – Proficient at MS Excel and MS PowerPoint

**Minimum first class in graduation and post-graduation and 80 per cent marks Class 10 and 12 essential.**

## REMUNERATION

Fixed compensation will be between 4.8 lacs to 6 lacs per year depending on experience. In addition, there is a 20 per cent variable pay paid on a quarterly basis. All employees are eligible for yearly profit sharing which in the past has ranged from 2 months to 5 months fixed salary. Apart from Income Tax and professional tax as per statute, there are no other deductions.

## APPLICATION PROCEDURE

To apply, please write with your CV to [pbhattacharya@greatplacetowork.in](mailto:pbhattacharya@greatplacetowork.in)