



We create a better world by helping companies become great workplaces.

ABOUT THE ORGANIZATION

Great Place to Work® Institute is the global research and consulting authority on workplace culture, that helps organizations identify, create and sustain High-Trust, High- Performance Culture™ at their workplaces. The Institute has crafted its perspective by learning from great leaders, surveying millions of employees, and examining thousands of best workplaces around the globe.

Great Place to Work® believes that all organizations can become great workplaces and hence, highly productive organizations, by fostering trust within the ethos of their culture – referred to as High-Trust, High-Performance Culture™.

The Institute serves businesses, non-profits and government agencies in more than 60 countries and has conducted pioneering research on the characteristics of great workplaces for over three decades. Companies of all sizes look to us for our assessment tools, training, advisory services, conferences and workshops. Great Place to Work® assessment is considered the Gold Standard for workplace culture globally. It's all part of our passion to create a better world by helping organizations become great workplaces.

Every year, Great Place to Work® Institute partners with more than 10,000 organizations and analyses perspectives representing the voice of over 12 million employees around the world. This helps organizations create and sustain a High-Trust, High-Performance Culture™. In India, the Institute partners with around 1000 organizations annually to work towards the mission of 'Making India a Great Place to Work® FOR ALL

The Institutes' research shows that great workplaces are characterized by great leadership, consistent employee experience, and sustainable financial performance. These organizations are able to deliver a consistent experience to all their employees irrespective of their role, gender, tenure or level in the organization. Their leaders believe in the vision of creating and sustaining a Great Place to Work for ALL and role model being 'for ALL' Leaders.

To read more about us: <https://www.greatplacetowork.in/>

POSITION: Knowledge Manager

Location: Mumbai

Role	Knowledge Manager
Basic Qualifications	Bachelor's or Master's Degree with consistently Good Academic Credentials
Required Experience	Minimum 5 years of relevant experience of Knowledge Management/Operations Management in a client servicing organization
Salary	At par with industry standards
Required Competencies	<ul style="list-style-type: none"> • Demonstrated success improving, optimizing, and streamlining customer processes that yielded improvements in customer satisfaction • Detailed understanding of the impact of change, the interdependencies and impact on the business • Has led initiatives focused on end-user experience within Client Servicing environment • Stakeholder management • Excellent communication, presentation, interpersonal skills including the ability to influence across the organization • Strong organizational skills with excellent attention to detail <p><u>Interpersonal Skills</u></p> <ul style="list-style-type: none"> • Self-Starter - Takes independent action to identify and solve problems. Seeks out relevant information needed to make decisions. Gets involved with new initiatives. • Exceptional Customer service mindset & attitude. • Be professional in all modes of interaction with internal & external customers. • Success/Achievement Orientation - Delivers quality results consistently. Targets, achieves (or exceeds) measurable results. Sets challenging goals, focuses on critical priorities, and is accountable. • Problem Solving - Recognizes problems and responds with a systematic assessment that identifies and addresses cause of issue. Practical, realistic, and resourceful. • Attention to Detail – should be detail oriented and focused approach to specifics of process • Collaboration Skills – interdepartmental and interpersonal collaboration • Active listener to understand specifics and respond/reply professionally
Role and Responsibilities	<p>The person would be responsible for accuracy and legitimacy of all internal processes and its compliance-</p> <ul style="list-style-type: none"> • Define Process Measurements and Controls, critical process success factors • Determine Process Data Requirements, Procedures and Relationships to Other Processes • Ideates and implement knowledge management system within available resources • Performs day-to-day process administration, enforcement and improvements • Report overall performance, results of the process adherence • Be accountable for knowledge and process compliance for business function • Notify/Escalates when standards and procedures are not being followed • Promotes compliance and respond to specific compliance issues



- Summarizes and help remediate compliance issues
- Prepares education and training guidelines for compliance

WHY SHOULD YOU APPLY?

- You will be joining our mission to help numerous organizations transform their workplaces and thereby impact industry and society.
- You will have the unique opportunity to drive a pioneering study in the areas of workplace wellness in the country and contribute to make India a healthy place to work.
- You will get the opportunity to learn continuously from the best employers globally
- You will have the opportunity to write articles, address seminars and be known as a thought leader.
- You will get an opportunity to build your individual brand by getting exposed to networks with the CXOs and Head HRs of the best workplaces in India
- You will get to experience a unique and sought-after business model in this space.

CONTACT

Please email your updated resume, along with a cover letter addressing how you meet the above requirements, to in_careers@greatplacetowork.com (Subject: Application for Quality control Manager).

DIVERSITY POLICY

Great Place to Work® is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions



Better for People.
Better for Business.
Better for the World.