

**ROLE DOCUMENT**

IDENTITY	Organization	BITS WILP (Work Integrated Learning Program)
	Function	Business Development
	Role Name	Executive Corporate Sales Operations
	Reports to	Business Development Manager
OPERATING NETWORK	Key External	WILP Students
	Key Internal	WILP Faculty and Staff, BD, Marketing, Operations, Leadership
ROLE HOLDER REQUIREMENTS	Minimum Qualification	Bachelor's degree in IT, Science
	Experience	2 to 3 years of experience as a Sales Coordinator / Sales operation executive Or similar roles
KNOWLEDGE & SKILLS	Technical Knowledge	MS Office, Intermediate to advanced MS Excel
	Behavioral Competencies	Excellent verbal and written skills, Active listener, excellent team player, flexible and comfortable working in a quickly changing environment, Meticulous organizational skills.
PURPOSE	Support BD on application / admission related process	
KEY RESPONSIBILITIES		AREAS OF RESPONSIBILITY (Key Activities)
	1	Support the Business Development Managers & the heads on corporate student applications & registrations Resolve pre-admission queries
	2	Handle escalations raised by the corporate customers
	3	Coordinate with the Admissions & Registrations and other operations cells to close the issues/ queries raised by corporate students and clients
	4	Maintain data of the student grievances/ complaints Provide relevant MIS reports to the leadership as and when necessary