



## Job Description

# Associate - Program Management

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## Summary

We are India's first teacher centred marketplace. We connect and support teachers while they use solutions in the classroom to successfully lead themselves and their classrooms in the 21st century.

We're looking to hire passionate, committed and purpose driven individuals who believe teachers build *real* value in an economy. Do you think you can build value at Teach A Class toward fulfilling our vision to empower teachers?

If your answer is yes, we invite you to apply for the Program Associate role at Teach A Class. The Program Associate is at the heart of what we do. It is the first point of contact and the face of Teach A Class for teachers. The Program Associate will be an excellent communicator and relationship builder focused on coaching teachers to leverage solutions for their development effectively. This role lies at the intersection of empathising with challenges faced by teachers, having a strong understanding of the solutions offered, supporting teachers effectively to become proficient with the solution, and leveraging innovations to improve student outcomes. [Read more about our vision, mission approach and commitments here.](#)

## Key Responsibilities

- ❖ School visits to observe classes, give feedback and suggest next steps.
- ❖ Customer service to schools and partners, including regular meetings with school leadership, feedback meetings with teachers and interaction with students during class to understand their usage and problems.
- ❖ Troubleshooting for logistical and technical issues
- ❖ Coordination of product delivery, tool training and academic planning (academic plans, timetables, and weekly lesson plans) in a portfolio of schools.
- ❖ Feedback and updates to manager and product team.
- ❖ Research and development on strategies for improving learning in schools.
- ❖ Maintenance of databases of teachers, schools, Headmasters (HM).

## Desired Qualifications

- ❖ Ideally a college graduate with 0-2 years of experience.
- ❖ Prior experience with schools - teachers and principals, customers or stakeholders is preferred, but not mandatory.
- ❖ Competent use of Microsoft Office Suite and Google forms/drive
- ❖ Willingness and ability to learn and quickly adapt to new software for program management
- ❖ A purpose driven approach towards why you'd like to work with teachers
- ❖ Excitement or curiosity towards how technology can be leveraged with teachers

## Skills and Mindsets

- ❖ Exceptional interpersonal skills
- ❖ Willingness to travel to schools regularly
- ❖ A great deal of patience to deal with principal and teacher issues
- ❖ Good organisation and planning skills
- ❖ Strong English communication skills.
- ❖ Working knowledge of Hindi and Marathi strongly preferred.

## Location

- ❖ The position is based out of Mumbai.
- ❖ Regular travel to Pune is required.

## Additional information

- ❖ 3 lakh p.a.

## Selection Process

Email your resume to [careers@teachaclass.org](mailto:careers@teachaclass.org) and a copy to [kanvi@teachaclass.org](mailto:kanvi@teachaclass.org) with “Application: Associate – Program Management” in the subject line, along with a cover letter explaining why you want to work with us and how your unique skills would benefit our efforts. Candidates will go through two rounds of interviews and a performance task.

