

Teleperformance

Management Trainee



Job Profile Details

Placement Cycle	ARKA JAIN University - Placements 2025-26
Job Location	Mumbai, Gurgaon, Hyderabad, Jaipur, Noida
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Human Resources
CTC	INR 450000 - 550000
Category	Level 2 - General
Description	<p>Teleperformance (TP), is a global leader in Digital Business Services, with a presence in about 100 countries. In India, TP has successfully leveraged the countrys vast talent pool to represent the largest multicultural team within the Group, with an employee strength of over 90,000 people! The company High-Tech, High-Touch approach combines the most innovative, advanced digitally powered solutions with the human touch to help the worlds best brands streamline their business in meaningful and sustainable ways. Additionally, Teleperformance has recently been recognized as one of India's Top 50 Best Companies to Work for by Great Place to Work in 2024!</p> <p>Requirement : MBA HR or any other relevant stream Location : Mumbai, Gurgaon, Hyderabad, Jaipur, Noida Role : Management Trainee</p> <p>Duration : 6 months. Annual Salary : 4.5 LPA as management Trainee. <u>Only post successful completion of certification, Annual salary will be : 5.5 LPA</u> <u>Retention Bonus of 1 Lac with a claw back of 1 year on successful completion of certification</u></p> <p><u>Role Specifications -</u> During Training :- Student will undergo training, for process understanding, which will include</p> <ul style="list-style-type: none"> - 3 months of Training with on job Training and live call taking/Chats/Secured Messaging/Case work as agents to understand daily challenges & core customer service - 2 months of shadowing tenured trainers for daily training deliverables and understanding on training process, including 2-week training intervention, curriculum. - 1 months as a trainer delivering trainings, under

supervision.

- Certification as a final & mandatory step of training completion.

Post successful certification : Getting people ready to perform - as a Trainer you will support new hire in developing the knowledge and skills to deliver. A varied role to include the preparation and delivery of effective Training whilst also following up and reporting on the learning you have transferred.

Delivery

- Prepare people, location, and facilities for Training Delivery.
- Deliver NHT Training to transfer learning.
- Adapt approach to suit the group and individuals.

Design

- Complete Training Needs Analysis to confirm the Training is applicable.
- Design/Recommend/Evolve Training content with the Learners needs in mind.

Outcomes

- Evaluate Training to check effectiveness .
- Report on Training to summarize evaluation.
- Take ownership of the attendees learning by following up.

Communication

- Keep business informed and updated on Training.
- Stay closely involved with business.

FAQs :

1. What happens if certification is not cleared?

Ans : Contract ends and experience letter for 6months will be provided.

2. What will be working hours and shift timings?

Ans : 9Hrs with 24x7 shifts.

1. Will cabs be provided?

Ans : Yes, as per hiring zone list.

Open for Courses

- Jain - Arka Jain University Jharkhand

MBA (Semester)

1. Marketing & Finance
2. Marketing & Human Resource

Eligibility Criteria

MBA (Semester)

All students are eligible

Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

Hiring Workflow

Pre-placement Talk	<i>No Venue/Time specified</i>
Group discussion	<i>No Venue/Time specified</i>
HR interview	<i>No Venue/Time specified</i>

Additional Info

No additional information