

Role Responsibilities and KRAs

1) Business Support I

- All travel bookings to be done at the cheapest available refundable fares. Travel Requisition Form to be prepared and used for all bookings.
- Alternate vendor quotations to be obtained and compared (Travel, Car Hire, Hotel)
- Booking of hotel rooms for consultants / associates/ BDMs and Visitors as per agreed hotel list
- Booking of conference rooms and making other arrangements for Client Events
- Selecting the most appropriate Car Hire agencies in all locations and negotiating terms with them
- Booking of Car for consultants / associates/ BDMs and Visitors
- Timely checking of vendor bills for car rentals, hotels and travel.
- Ensure timely receipt and checking of Associate consultant bills. All Associate invoices to be verified and sent immediately to accounts. Record to be maintained for receipt of bill and the date forwarded to accounts.
- Updating the team schedule regularly after co-ordination with associates. Obtain sign off by consultants and BD latest by the 5th of next month. File to be maintained for signed off team schedules.
- Obtaining forex for all Staff International trips
- Creating a Forex Requisition Format
- Coordinating with BDM/clients/Associates/Consultants/Test Administrators for all logistics pertaining to DC's/Training Programs etc.
- Sending out payment advices to respective Vendors / Associates
- Couriering all cheques to vendors

2) Business Support II:

- Regular updation of Register and Excel Sheet for annual leave.
- To ensure expenses claim received complete in all respects by 8th and given to accounts by 15th after checking the same (as per the approved norms). Details to be maintained showing dates when expense statements have been received from all staff and date sent to accounts.
- Consultant Utilisation report to be prepared and submitted to MD and BD by the 7th working day of every month.
- Scanning documents / invoices / etc as per Business requirements
- Filling in Vendor Details Request Form and sending out to clients
- Step in as a back-up to the Administration Officer
- Maintain an updated register of Fixed Assets
- Maintain an updated list of all office leases
- Maintaining a record of Office keys and ensuring that the office is shut properly on all days
- Conference room setup for meetings and functions
- Any other Business support function that may arise in the course of the business

3) Monitoring Office Attendants & Coordinating with Supervisors (OA):

- Ensure efficiency of OAs in terms of
 - Attendance
 - Office timing
 - Dress

- Behaviour / Attitude with all staff
- Monitoring their work
- Instructions on travel / delivery
- Checking the expense statements of OA – to be submitted to Ivo on the last working day of the month.
- Ensuring that substitutes are available when required.
- Minimising Overtime Expenses of OA to the best possible extent
- Checking of Invoices from the Agency for charges of OA and overtime.
- Ensuring that the Diary for OA is maintained on a regular basis

4) Office Utilities

- OFFICE TELEPHONE LANDLINES
 - Ensuring that all the landlines for Mumbai / Delhi / Bangalore offices are up and running and that all the bills are downloaded / emailed within 2 working days after their billing cycle, verified and sent across to Accounts 5 working days after the billing cycle. ISD calls to be checked in detail.
 - All contact details of the existing lines need to be updated.
- CONFERENCE CALLS
 - Maintaining a register for all calls booked and call rates
 - Verifying all conference call invoices and send across to Accounts within 2 working days of receipt of invoice.
 - Obtaining quotations from alternate service providers
- DATA CARDS
 - Ensure that all Data cards are up and running and that all the bills are downloaded / emailed within 2 working days after their billing cycle, verified and sent across to Accounts 5 working days after the billing cycle. Ensure that the best plan is selected.
 - Register to be maintained and updated for all Data cards issued to staff.
- ELECTRICITY BILLS
 - Ensuring that all bills are verified and sent to Accounts within 2 working days of receipt of invoice
 - Ensuring that the cheques are deposited at the BEST House before the due date

5) Inventory Management:

- Month-end stock count to be completed by the last working day of the month for all items that have moved during the month and Excel Stock statements to be maintained and filed for all items. Stock statement to be submitted to Ivo on the 1st working day of the following month.
- Complete Stock count to be done for quarters ended 31st Dec and 31st March, to be completed by last working day of the quarter. Stock statement to be submitted to Ivo on the 1st working day of the following month.

6) SE RVICE CO NT R ACT S / AM C ' s (p e r t a i n i n g t o t h e a b o v e a r e a s)

- Maintaining a register for all AMC's and Service Contracts
- Ensuring that the AMC's and Service contracts are filed appropriately
- Ensuring that the terms of the contracts are adhered to strictly
- Renewing the contracts before the expiry date
- Obtaining competitive quotations for AMC's