

Position Vacant	Retail broking Executive Trainer
Job Description / Responsibilities	<p><b>Job Description</b></p> <ol style="list-style-type: none"> <li>1. Conduct induction and refresher training for new and existing employees.</li> <li>2. Deliver product &amp; process training (Demat, Trading, Investment products, CRM, platforms like mobile apps or desktop terminals)</li> <li>3. Develop and update training content as per regulatory or process changes</li> <li>4. Maintain detailed and accurate records of customer interactions and transactions.</li> <li>5. Track training effectiveness through assessments, quizzes, and feedback</li> <li>6. Conduct floor support, call barging, and coaching sessions to reinforce learning (Sales/ Dealing/Customer Care)</li> <li>7. Maintain training MIS, attendance, and performance reports</li> <li>8. Coordinate with Zonal Heads, Branch Teams, and Sales Leaders for training requirements.</li> <li>9. Contribute to quality improvement through analysis of common errors and training interventions</li> </ol> <p><b><u>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</u></b></p> <ul style="list-style-type: none"> <li>• Conduct induction and refresher training for Sales, Customer Care.</li> <li>• Deliver training on demat/trading processes, investment products, and platforms (app/web/terminal).</li> <li>• Create and update training materials as per product/process changes.</li> <li>• Conduct assessments, share feedback, and track training effectiveness.</li> <li>• Provide floor support, coaching, and address knowledge gaps.</li> <li>• Maintain training MIS, attendance, and performance reports.</li> <li>• Call Audit and Proper product training to BDM/Call center/dealers and CS team</li> <li>• Coordinate with team leads/Zonal Heads for scheduling and training needs.</li> <li>• Support quality improvement through focused training interventions.</li> </ul>
Job specific skills	<ul style="list-style-type: none"> <li>○ Should have sound understanding of capital markets.</li> <li>○ 3+ years of experience in training, preferably broking industry.</li> <li>○ Strong communication and presentation skills.</li> <li>○ Knowledge of demat/trading process, capital markets, and regulatory framework (preferred).</li> </ul>

	<ul style="list-style-type: none"> <li>○ Comfortable working with Excel, PowerPoint, and digital platforms (Zoom/Google Meet).</li> </ul>
Educational Qualification	Graduate in any discipline
Minimum Experience	3+ Years
CTC OFFERED	Compensation will not be a limiting factor for the right candidate and will be discussed on a case-by-case basis.
Location of posting	<p>Mumbai</p> <p>The candidate may be deputed to work with the team(s) with the organization/ parent organization/ any subsidiary of the parent organization if and as deemed necessary.</p>
Email to be sent to	<p>Applications should be submitted on our email <a href="mailto:careers@bobcaps.in">careers@bobcaps.in</a></p> <p>Please mention <b><u>“Application for the post of Customer Service”</u></b> in the subject. Applications with any other subject will not be accepted.</p>
Website	<a href="http://www.bobcaps.in">www.bobcaps.in</a>