

CBM India Trust

Position Profile

CBM India Trust is committed to improving the quality of life of people with disabilities. CBM India addresses disability as a cause and consequence of poverty in the most disadvantaged communities of the world. We work in partnership with local, national, and international actors with the aim of creating a more equal society for all. Our vision is to have an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Position: Faculty – Retail Sales Associate

Location: Kolar, Karnataka

Reporting to: Project Coordinator

Objective:

The Faculty – Retail Sales Associate will deliver effective classroom and practical training to candidates enrolled in the Retail Sales Associate course, equipping them with the required knowledge, skills, competencies, and workplace readiness to successfully secure and sustain employment in the retail sector. The role will ensure competency-based training in accordance with NSDC and Sector Skill Council guidelines, while supporting candidates in developing the practical skills required for the workplace.

Responsibilities:

- Conduct classroom and practical training in accordance with the prescribed curriculum.
- Deliver training modules covering retail sales, customer service, product knowledge and store operations.
- Demonstrate sales techniques, effective customer interaction and appropriate handling of customer queries.
- Train candidates in billing/POS operations, merchandising and basic inventory management.
- Develop candidates' communication, interpersonal and workplace-readiness skills.
- Conduct practical activities, role plays, demonstrations and assessments to reinforce learning.
- Monitor trainee attendance, participation and learning progress.
- Provide constructive feedback and additional support to trainees who require improvement.
- Maintain lesson plans, training records, assessment records and other required documentation.
- Support and actively participate in candidate mobilization activities to achieve enrolment targets.
- Support and actively participate in placement activities, including candidate preparation, interview coordination and employer engagement.
- Coordinate with the Centre Head/Project Coordinator on training schedules, trainee performance, mobilization and placement activities.
- Undertake project-related activities and other responsibilities assigned by the Centre Head/Project Coordinator to support the effective implementation of the project.

Required Skills, Qualifications, and Personal Traits:

Minimum Qualification and Experience:

- Graduate/Diploma in Retail Management, Business Administration, Marketing, Commerce, Supply Chain Management or a relevant discipline. Certification in Retail, Sales, Customer Service, or relevant NSDC/SSC certification is preferred.
- Minimum 2–3 years of industry experience in Retail Sales, Customer Service, Store Operations, or retail training.

- Candidates with prior experience as a Retail Sales Trainer/Faculty will be preferred.
- Experience in delivering skill-development or vocational training will be an added advantage.
- Local candidates or candidates willing to relocate to Kolar may be preferred.

Key Skills and Competencies:

- Must possess or be willing to obtain Trainer & Assessor certification from the relevant accrediting authority.
- Knowledge of POS systems, billing procedures, and basic retail operations.
- Strong understanding of retail sales and customer service.
- Excellent communication, presentation, and facilitation skills, with a learner-centered approach to teaching.
- Good classroom management skills.
- Ability to engage, motivate and support youth trainees.
- Basic computer proficiency, including MS Office applications.
- Ability to maintain accurate training, assessment and trainee records.
- Strong administrative, documentation and reporting skills.
- Strong interest in youth skill development and employability.
- Ability to work effectively with candidates from diverse educational and socioeconomic backgrounds.

Required Professional and Behavioral Traits

- Abide by and display CBM India core values in all aspects of work.
- Flexible approach to work demands.
- Ability to work in teams and collaborate with staff at all levels.
- Willingness to learn, change, and adapt.
- Well-organized with the ability to multitask.
- Cultural awareness and sensitivity.
- Candidate should be flexible to travel as needed.

Working Hours:

As per the Project Location requirements - Eight hours per day

Other requirements:

The future job holder is expected to adhere to CBM India's policies and procedures, commit to CBM India's Child Safeguarding Policy and Code of Conduct, and follow CBM India's safety & security protocols.

CBM India encourages persons with disabilities and women to explore this important opportunity. Share your profile at jobs@cbmindia.org on or before 15th September 2026.