SCALER

Role: Associate - Operations
Location: Electronic City, Bangalore (On-site)
Reporting to: Manager - Operations

About Scaler

Launched in 2019, Scaler is India's leading tech education company that upskills working professionals and educates aspiring engineering students. Scaler's industry-vetted curriculum addresses real-world challenges through two flagship online programs: Scaler Academy and Scaler DSML.

To further redefine education, Scaler has launched:

- **Scaler Neovarsity**: An outcome-focused online Master's Programme
- **Scaler School of Technology (SST)**: A 4-year residential UG program in Computer Science
- **Scaler School of Business**: An 18-month PGP in Management & Technology

Our parent firm, InterviewBit, has been featured in Financial Times' Asia-Pacific High Growth Companies 2021–2025. Scaler is backed by marquee global investors like Peak XV (formerly Sequoia India), Tiger Global, and Lightrock India.

About Scaler School of Technology

Launched in 2023, Scaler School of Technology (SST) is a 4-year, full-time residential undergraduate program in Computer Science. With a sub-3% acceptance rate, SST is building India's Ivy League for tech—where elite engineering meets real-world outcomes, mentorship, and hands-on experience.

About the role

As an Associate - Finance Operations at Scaler School of Technology, you will play a key role in ensuring a smooth and transparent financial experience for students and parents. You will drive fee collection processes, support students through education loan journeys, and work closely with banking partners to ensure timely approvals and disbursements.

This role sits at the intersection of finance, operations, and student experience, requiring strong ownership, attention to detail, and empathy in communication. If you enjoy solving problems, coordinating across stakeholders, and building reliable processes in a fast-growing environment, this role offers an opportunity to make a meaningful impact on students' journeys at SST.

Role & responsibilities

Sales operations & team performance

- Own lead assignment and rebalancing across the advisor team, using a defined rubric
- Build and maintain the function's core trackers
-

- Publish regular performance reports and dashboards for the leadership, and flag trends (drop in conversion, rising refunds, overloaded advisors) before they become problems
- Maintain CRM hygiene — lead stages, dispositions, ownership and data accuracy

Fee collections & student financial support

- Drive end-to-end fee collection across admission cycles and academic milestones, including the run-up to batch commencement
- Track outstanding payments, follow up with students and parents, and resolve delays with clarity and empathy
- Be the primary point of contact for fee-related queries, payment plans, refunds and financial documentation
- Maintain accurate records of collections, reconciliations and payment statuses across internal systems
- Run structured follow-up processes (reminders, deadlines, finance desks) that improve collection efficiency and reduce delinquencies

Education loan facilitation

- Guide students and parents through the education loan journey — eligibility, documentation, timelines and next steps
- Coordinate with partner banks and NBFCs to track applications, resolve issues and speed up approvals and disbursements
- Monitor the loan pipeline and flag cases that need intervention
- Support onboarding of new lending partners with documentation, coordination and process setup

Admissions & commencement operations

- Coordinate post-acceptance operations: fee closure, hostel, mess and transport preferences, document collection and onboarding readiness
- Plan and execute operational workstreams for each intake and for batch commencement alongside admissions, student experience and campus teams

Process, reporting & cross-functional work

- Write, maintain and enforce SOPs for sales ops and finance ops to keep work accurate, compliant and consistent
- Work closely with admissions, marketing, student experience, finance and legal teams on shared workflows

SCALER

- Identify bottlenecks in the funnel and in operations, and bring data-backed fixes to the team
- Support audits and documentation for fee collection and financial operations
- Escalate critical cases early, with context and a recommended action

Qualifications

- ~3 years of experience in sales operations, business operations, finance operations, collections or loan processing — preferably in education, edtech, fintech, NBFCs or consumer-facing companies
- Hands-on experience with lead management, sales performance tracking or incentive calculations is strongly preferred; experience with fee collections or loan coordination is a big plus
- Strong with spreadsheets: comfortable building trackers, pivots and dashboards in Google Sheets/Excel, and working with CRMs and payment platforms
- High attention to detail — you catch the number that doesn't add up
- Able to explain financial processes clearly and empathetically to students and parents
- Can manage many open cases at once without losing accuracy or responsiveness
- Strong ownership mindset: you follow through without being chased
- Comfortable coordinating across internal teams and external partners
- Interest in education and student experience is a strong plus

Why Scaler

- **Inspiring Team**: Built by leaders from Meta, Google, McKinsey & Amazon
- **Culture of Meritocracy**: High ownership, fast growth, and real impact
- **Perks**: Free food, health insurance, and a world-class office environment