

Admission Counselor

Roles and Responsibilities:

- Providing in-depth information to interested students and parents who enquire for NICMAR University, Pune programmes through phone calls.
- Make outbound calls to reach potential candidates and provide information.
- Guide and support candidates through the admission process.
- Collaborate with the admissions department to ensure a seamless experience for applicants.
- Ensuring that details pertaining to lead discussions are updated in real-time on CRM (Customer Relationship Management) software.
- Developing best practices for interaction with potential stakeholders including standard FAQs to ensure that we are capturing value and ensuring the appropriate programs are recommended.
- Self-contributor role.
- Attend outreach activities related to admissions.
- Passion for always delivering the highest levels of customer service.
- Basic proficiency in MS Office Suite is required.
- Demonstrates an infectious positive attitude toward the job, the team, and the organization.

Desired Qualifications:

- Bachelor's degree or equivalent in a relevant field.
- Strong communication and interpersonal skills.
- 2-3 years of prior experience in tele-calling, counselling, or related roles.
- Knowledge of educational programmes and admission procedures.