The LNM Institute of Information Technology, Jaipur

Job Description: Tele caller (on Short Term Contractual Period)

JOB TITLE	Tele caller	**DEPARTMENT**	Admission Section
REPORTS TO	Dean (Admissions)	**SUBORDINATES**	-
LOCATION	Jaipur	**DIVISION**	Non-Teaching (NT)
EMPLOYMENT TYPE	Purely Temporary on Contractual basis		

RESPONSIBILITIES

Responsibilities

1. Make outbound calls to prospective students who have shown interest in LNMIIT through various channels.
2. Provide detailed information about LNMIIT's academic programs, admission criteria, scholarships, and any other relevant information.
3. Address inquiries and concerns raised by prospective students regarding the admission process, eligibility requirements, fees, etc.
4. Guide students through the application process, assisting them in filling out forms, submitting required documents, and scheduling entrance exams or interviews.
5. Follow up on leads generated through various marketing campaigns, events, and inquiries to ensure timely conversion.
6. Maintain a database of prospective students, including their contact details, inquiries, follow-up actions, and application statuses.
7. Collaborate with other team members, including admission counselors and administrative staff, to ensure smooth coordination and efficient handling of student inquiries.
8. Adhere to the highest standards of professionalism, integrity, and confidentiality while interacting with students and handling their personal information.

EDUCATIONAL QUALIFICATION AND EXPERIENCE

Essential:

- Graduation degree in any discipline.
- Basic computer skills, including proficiency in MS Office applications and CRM software.
- Excellent verbal communication skills with a clear and pleasant telephone manner.

Desirable:

- Strong interpersonal skills with the ability to build rapport with prospective students.
- Previous experience in a similar role, preferably in an educational institution or admissions office is desirable.
- Knowledge of admission processes, entrance exams, and educational institutions is desirable.

Desirable Age Limit:

Preferably below 35 years