



ROLE DESCRIPTION

ROLE TITLE:	Enrolments Consultant
REMUNERATION FRAMEWORK	CPP – Commission and Production Pay
VARIABLE REMUNERATION RANGE:	Fully
LOCATION:	East London
WORK ARRANGEMENT:	Office – “Remote (where applicable)”
REPORTING TO:	Head: Enrolments
TRAVEL	No
OWN TRANSPORT REQUIRED	Yes

STRATEGIC ACCOUNTABILITY OF THE POSITION

- Engage with prospective students through various communication channels and provide comprehensive information on our course offerings, helping prospective students understand the benefits of our programs.
- Assist prospective students in selecting the most suitable course based on their individual needs and career goals. Guide prospective students through the enrolment process, ensuring they have a seamless and positive experience.

FUNCTIONAL ACCOUNTABILITY AND COMPETENCIES REQUIRED

Functional Accountability

- Meet and exceed individual and team enrolment targets, by developing and working leads provided to you the aim of driving applications and enrolment.
- Conversion rate – drive conversion by providing prospective students with valuable and useful product related information to make an informed decision.
- Answer all product related questions clearly, and professionally.
- Timeous accurate data entry and maintenance of database pipelines
- Ensuring enrolment processes and business rules and policies are always followed.
- Develop yourself by using the quality assurance assessment and student feedback to grow your skills and abilities. Use opportunities formal and informal to continuously develop yourself.

Competencies Required

- Team player
- Ability to work independently and be self-organised
- Goal driven with Self-Confidence to drive own performance
- Effective verbal and written communication

CLIENTS (INTERNAL & EXTERNAL)

- External – Prospective students and sponsors

ESSENTIAL WORK EXPERIENCE

- 2 to 3 Years Contact Centre sales experience.
- Private Education-related experience advantageous

QUALIFICATIONS PREFERRED (Not Mandatory)

- Minimum qualification of Matric or equivalent
- Any other sales related courses would be advantageous

COMPUTER AND DIGITAL LITERACY SKILLS REQUIRED

- Proficiency in Microsoft Office Suites
- Proficiency in CRM software