

Job Description

Job Title : Assistant Manager (Information Centre) **Job Location** : Patiala/Derabassi

Position Reports : Deputy Registrar - Academics

Main Purpose

The primary focus is on handling student/parent queries related to admissions and supervises a team of agents.

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| Qualification | Graduation in any discipline from a recognized institute/university with at least 60% marks. Candidates with a graduation in Computers will be preferred. |
| Experience | At least 5 years of experience in working with a call center preferably in the education domain or at least 2 years of experience in working with a call center as a team manager preferably of the education domain |
| Competency | <ul style="list-style-type: none">• Excellent leadership and communication skills• Team management experience |

Specific Accountability & Job Responsibility

- Lead and inspire a team of admission counselors to deliver excellent levels of individual/team performance and student/parent satisfaction.
- Work with the team to identify and deliver positive change.
- To report unresolved inquiries to higher authorities.
- Handling admission inquiries including making/receiving phone calls, walk-ins, emails etc. and take appropriate action for each inquiry
- To assist students/parents with the admission process.

Compensation:

- Compensation will not be a constraining factor and will be the best in the sector.
- Interested candidates can send their CVs by email (amandeep.dhot@thapar.edu) positively 15th March 2023. **Kindly mention the position in subject of email while applying.**