



## ROLE DESCRIPTION

<b>ROLE TITLE:</b>	Student Enrolment Agent
<b>REMUNERATION FRAMEWORK</b>	CPP – Commission and Production Pay
<b>LOCATION:</b>	East London
<b>WORK ARRANGEMENT:</b>	Office – “Remote (where applicable)”
<b>REPORTING TO:</b>	Student Enrolment Managers
<b>NO. OF SUBORDINATES:</b>	0
<b>TRAVEL</b>	No
<b>OWN TRANSPORT REQUIRED</b>	No

## 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
- Internal –

### **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