

Job Description- Call Centre Manager

Job Title:

Call Centre Manager

Reports to:

The Call Centre Manager will report to Head-Admissions.

Responsibilities and Duties:

The Call Centre Manager will be responsible for the professional and efficient delivery of the complete student selection and admissions process. He/ She will support colleagues in delivering operational excellence in all systems and processes. The Call Centre Manager also plays a key role in defining and implementing the admissions strategy. He will also be responsible for:

1. Training, coaching, and leading call Centre counsellor for high-quality students and parents counselling service.
2. Create a task list for the Call Centre daily activities and ensure they are achieved.
3. Collect data and statistics at regular intervals (weekly, monthly, annually) and analyze them to create the report and improve performances.
4. Coordinate the processing of all student applications from submission to outcome, to ensure that applications are treated in a timely manner and within the standards set by the University.
5. Liaise with applicants and their nominated advisers or family, to guide them through the application process, ensuring that they have all the information they require regarding the process, programs & Courses.
6. Gather applicants' references and supporting documents.
7. Develop and deliver effective student selection strategies to ensure that both quantitative and qualitative admission targets are met.
8. Gather, analyze and interpret feedback to drive annual reviews and planning processes ensuring the continual improvement and refinement of admissions processes.
9. Support in the development of a scholarships to support the admission of high caliber students.
10. Manage the full admissions process from initial application to student registration, ensuring efficiency and effectiveness at every stage.
11. Play an active advising role in **Call Centre** for all programs.

Requirements/Qualifications:

- Any bachelor/ Master's degree is acceptable.
- Prior experience as a Call Centre manager or any managerial position.
- Experience with customer service is compulsory.
- Proficient with MS Office and Call Centre software programs.
- Strong ability to budget and perform financial analysis.
- Strong knowledge of performance evaluation techniques and customer service metrics.
- Driven and result oriented.
- Strong problem-solving ability and analytical skill.
- Excellent multitasking, time management, and leadership skills.