



Job Title:	Front Desk Officer – course counsellor	Job Category:	Administration, Public Relation, Education
Duration	1 year (3-month trial)	Job Code/ Req#:	RECEP0220 - HYDERABAD
Bonus	Free Classes	Position Type:	PART TIME
HR Contact:	coursedirector@afhyderabad.org	Date Posted:	13/04/2022

Job Description

ROLE AND RESPONSIBILITIES

The Front Desk Officer implements the directions given by the Head of the Pedagogical section. Reports to the latter, and to the Director.

- Advice, guide and convince potential students/students to register.
- Proceed, receive, follow up, and record payment of course, exams' and books' fee. Share the records to the head of pedagogical section, and to the finance section.
- Provide excellent customer service / Greet all visitors in a professional and friendly manner;
- Answer phone calls/ What's App / Instagram /Facebook messages in a timely manner with accurate information; and keep record of the requests in a shared file,
- Implement the Institute's communication policy regarding the courses;
- Sorting and distributing post and various messages to various departments of the AFI as well as following up on said messages;
- Work with the team in order to deal with customers' comments and handle any difficult customer's situations.
- Manage the registration of the new students on the online platform Hanaf, to update and follow up files concerning prospects and students,
- Share/send prospects and students relevant information about courses, revision classes, exams (DELFDALF, TEF sessions) and entrance test, in advance, and to phone them in order to ensure a proper acknowledgement of the information,
- Manage the registration of candidates to the exams (DELFDALF, TEF, entrance tests)

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Critical, able to analyze and react strongly to related matters with service problems.
- Honest, diligent, disciplined, well-organized, friendly and reliable.
- On time, willing to learn, observant in observing (observant, thinking about the interests of the institution.
- Social skills: able to listen, maintain privacy, be patient and able to work in collaboration with the team.
- Really good knowledge of Microsoft Office (Word – Excel) and Cloud service (Google Drive)
- Demonstrate ability to work in harmony with staff members in a professional manner, especially in a mutually supportive team environment.
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexities
- Demonstrate strong capacity of organization, anticipation and be able to face urgencies in a quiet and efficient attitude.

THE SELECTED CANDIDATE WILL BE APPOINTED AS A PERMANENT EMPLOYEE AFTER THE 3 MONTHS TRIAL REGARDING HIS/HER GENERAL PERFORMANCE. THE EMPLOYEE WILL BE BASED IN HYDERABAD.

MAIL YOUR CV + COVER LETTER : coursedirector@afhyderabad.org + director@afhyderabad.org