

## **Enrolment Officer**

### **Purpose**

Following the success of our Marketing and Sales strategy, we are looking to appoint approximately 2 new Enrolment Officers, with native languages of either Arabic, Italian or Spanish.

We are looking for caring, customer focussed, commercial, professionals to join our Enrolments Team. Your primary goal is to support our clients on their learning experience.

### **Responsibilities:**

- Process enrolments, collect payments and issue confirmation documents
- Look after the clients, keep them 'warm' with periodical phone calls and other media (emails, social media, etc).
- Update customer information on the booking system (Class) and the CRM (Hubspot)
- Follow-up student arrival and visa information
- Facilitate an efficient information flow between Eurocentres sales staff, clients, accommodation and our schools in relation to; client needs, product portfolio, destination.
- Coordinate communications with clients, agents, internal/external stakeholders.
- Achieve specific KPIs (quick response to customer and sales teams, sales retention, reduce cancelation rates, etc.)
- Act as point of contact for complaints and ensure these are dealt with quickly, positively and effectively
- Assist with proof reading and translating when necessary or any other tasks -could benefit the internal or external clients- when requested by the line manager.

### **Qualifications, Skills/Competencies:**

- Educated to degree or equivalent
- Ideally you have 1-3 years' experience in customer services
- Your level of English is excellent
- Computer literacy - use of Class, Hubspot, microsoft and G-Suite is advantageous
- You should be highly organised, with good attention to detail.
- You have a positive attitude and an entrepreneurial spirit
- You are self-starter, good at multi-tasking, and have a good sense of self-management.