STUDY OVERSEAS
Education Consultants

STUDY OVERSEAS INDIA PVT. LTD.

JOB DESCRIPTION

Position available: **Marketing and Customer Service Executive**

Number of Positions: **1**

Location: **Ahmedabad**

How to apply:

Please send your application to-
hr@StudyOverseasglobal.com

Your application should include-

1) A brief covering letter explaining why you are suitable for this position.
2) An updated Curriculum Vitae (with scanned passport size photo) outlining your work experience, education background, current/last drawn salary, at least two referees and notice period required to join (if any).

Salary and benefits:

Study Overseas offers a competitive salary structure as per the experience and profile of the candidate. In addition, a bonus structure is offered to staff *based on performance* on the job.

Documents required for interview:

Shortlisted candidates will be required to bring with them:

1. Original and one set of copies of Educational Qualification Certificates
2. One passport size photograph
3. Latest salary statement from current or last employer and the latest IT return
4. Advice referees listed in CV that they will be contacted by phone, email or letter for a reference.

COMPANY PROFILE

STUDY OVERSEAS is one of India's largest education consultancies providing free and fair counselling to students aspiring for further education in the UK, Australia, New Zealand, Singapore, Dubai or Ireland. The company represents over 150 educational institutions globally and has a network of 14 offices in India at 12 prime locations.

Study Overseas presently has offices at Ahmedabad, Bangalore, Chandigarh, Chennai, Coimbatore, Hyderabad, Indore, Kochi, Mumbai, South Mumbai, New Delhi, North Delhi, Pune and Vizag with ongoing expansion plans.

ROLE OF THE POSITION

The post-holder will be expected to manage the initial enquiries received by the office and provide excellent customer service to customers. S/he will also be responsible for customer relation management at the enquiry level and look after all administrative and database management functions for the office.

PROBATION PERIOD

3 months.

LINE MANAGEMENT

The Marketing and Customer Service Executive reports to the Office Manager who in turn reports to the Director Indian Operations.

MAIN DUTIES

- **Enquiry and customer management-** Provide excellent customer service to students, parents, clients who visit the office and managing appointments on behalf of counseling staff. Managing the front office.

- **Database management-** To ensure that data is entered and status changed on a daily basis as per the standards of the Company.

- **Client visit management-** Excellent customer service to visiting clients and making sure all arrangements are in place.

- **Admin related tasks-** All filing, scanning, package management and other admin duties will be handled by this post for the office.

- **Visa process and verifications- A**ssist the office with visa applications and check and verify documents.

- **Other duties**- Any other duties as may be assigned by the Office Manager or Director of Indian Operations.

QUALIFICATIONS AND EXPERIENCE REQUIRED

- Minimum qualification- graduation in any subject.
- At least 1-year work experience in a customer service role.

SKILLS REQUIRED

- Excellent communication (in English as well as local language), interpersonal and administrative skills.
- Ability to work in a target- oriented business and under pressure.
- A positive and pleasing personality.
- IT Savvy