



STUDY OVERSEAS INDIA PVT. LTD.

JOB DESCRIPTION

Position available:	Marketing and Customer Service Executive
Number of Positions:	1
Location:	Mumbai Vile Parle
How to apply:	<p>Please send your application to- hr@StudyOverseasglobal.com</p> <p>Your application should include-</p> <ol style="list-style-type: none">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 <i>based on performance</i> on the job.
Documents required for interview:	<p>Shortlisted candidates will be required to bring with them:</p> <ol style="list-style-type: none">1. Original and one set of copies of Educational Qualification Certificates2. One passport size photograph3. Latest salary statement from current or last employer and the latest IT return4. 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 Manager Counselling Division

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.
- **Telecalling :** Involved in extensive calling & follow up with the students.
- **Database management-** To ensure that data is entered and status changed on a daily basis as per the standards of the Company.
- **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-** Assist 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 1-2years of work experience in a customer service role in BPO.

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
-