

VACANCY NOTICE

REF: C08102024

POSITION	STUDENT ADVISOR
LOCATION	SUBANG JAYA, SELANGOR
INDUSTRY	EDUCATION
TYPE	FULL TIME

JOB SUMMARY

As our Student Advisor/ Education Counsellor, you will be the custodian and owner of the relationship with prospective students that begins from the application process for Sunway University or our Academic Partners to their graduation.

This starts from us leading and providing guidance from the initial enquiry through to enrolment. By following up on previous student enquiries, you will uncover their needs and objectives through a set of phone-based interviews and assess their suitability for the course in alignment with their goals. By utilising your proven relationship building and sales skills, you will self-manage a pipeline of generated student enquiry leads to achieve set targets of student enrolments whilst ensuring the students' needs are met throughout their entire journey.

We are looking for an enthusiastic, driven and flexible candidate based in Klang Valley, with recent experience of working in the field of student enrolment or a similar relevant environment.

KEY ACCOUNTABILITIES

- Meet or exceed KPI of recruitment and retention targets
- Meet necessary outbound contact to prospective students, identifying their needs and future goals
- Use a consultative sales approach that informs and educates
- Self-manage a pipeline of students at different stages of the application process
- Respond to prospective student enquiries through email, chat and various other communication
- Drive opportunities to Enrolments Conversion
- Scheduling and making appointments to meet prospect on campus or on site
- Build strong rapport and relationships with your pipeline of interested students that leads to trust and positive decision outcomes.
- Deliver an excellent student experience by supporting students towards their study success. From initial course commencement through to graduation.
- Smooth execution on all physical or virtual events not limited to Open Day, Postgraduate Day and activities that drive enrolment and
- Other duties as assigned

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JOB REQUIREMENTS

- Bachelor's degree or higher
- 1- 2 years of experience in student enrolment, customer service, contact center or similar sales environment
- Passion for relationship building, customer service, and drive for Sales
- Consultative sales technique and proven sales or contact center experience
- You are a self-starter who is results orientated and driven to exceed targets
- Ability to meet and exceed KPIs with proven track record
- Energetic, Fast Learner and good Team Player
- Strong communication and presentation • You enjoy business development and relationship building
- Curiosity and eagerness to build your own knowledge and undertake research into other areas related to the course including competitors offering (FEE-HELP, accreditations etc.)
- Meticulous