

Job Title:	Front Desk Officer – Course Counsellor	Job Category:	Administration, Public Relation
Duration	1 year (3-month trial)	Position Type:	Full Time
HR Contact:			

JOB DESCRIPTION

ROLE AND RESPONSIBILITIES

- The Front Desk Officer / Course Counsellor works under the responsibility of the Executive Committee and the Director of AFB. He/she implements the guidelines given by the course department.
- 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 Course Department and the Administration section.
- Provide excellent customer service / Greet all visitors in a professional and friendly manner;
- Answer phone calls/ What's App in a timely manner with accurate information; and keep record of the requests in a shared file.
- Builds up the waiting list and monitors it further.
- Implement the Institute's communication policy regarding the courses;
- Sorting and distributing post and various messages to various departments of the AFB 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 ARC-EN CIEL, to update and follow up files concerning prospects and students,
- Share/send prospects and students relevant information about courses, revision classes, exams (DELTA-DALF, TCF Canada sessions) and position 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 (DELTA-DALF, TCF Canada, position tests).
- Helping out during exam sessions.

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 FULL TIME EMPLOYEE AFTER THE 3 MONTHS TRIAL REGARDING HIS/HER GENERAL PERFORMANCE. THE EMPLOYEE WILL BE BASED IN BANGALORE. MAIL YOUR CV + COVER LETTER BEFORE 30 MAY 2023 to: president.bangalore@afindia.org, director.afbangalore@afindia.org, admindir.blr@afindia.org.