

The **PRESIDENT** of the **Alliance Française de Bangalore (AFB)** invites the application for the following post :

Job Title:	Front Desk Officer – Course Counsellor	Job Category:	Administration, Public Relation
Duration	1 year (3-month trial)	Position Type:	Full Time / Bangalore
Starting Date	01/02/2025	HR Contact:	Director AFB

JOB DESCRIPTION

ROLE AND RESPONSIBILITIES

- The Front Desk Officer / Course Counsellor works under the responsibility of the Front Desk Chief Officer and the Director of the Alliance française Bangalore (AFB).
- He/she implements the guidelines given by the course department.
- Advices, guides and convinces potential students/students to register.
- Proceeds, receives, follows up, and records payment of course, exams' and books' fees.
- Draws receipts as per account manager's advice.
- Shares the records to the Course Department and the Administration section.
- Provides excellent customer service, greets all visitors in a professional and friendly manner.
- Answers phone calls/WhatsApp in a timely manner with accurate information and keeps record of the requests in a shared file.
- Builds up the waiting list and monitors it further.
- Implements the Institute's communication policy regarding the courses and exams.
- Sorts and distributes posts and various messages to the departments of the AFB and to the honorable Members and follows up on said messages.
- Works with the team in order to deal with customers' comments and handle any difficult customer's situation.
- Manages the registration of the new students on the online platform ARC-EN CIEL, to update and follow up files concerning prospects and students.
- Shares/sends prospects and students relevant information about courses, revision classes, exams (DELTA-DALF, TCF Canada sessions) and position test, in advance, and contacts them in order to ensure a proper acknowledgement of the information.
- Manages the registration of candidates to the exams (DELTA-DALF, TCF Canada, position tests).
- Helps out during exam sessions or any other AFB cultural events, elections, AGM... whenever required.

PROFESSIONAL & BEHAVIORAL SKILLS

- Strictly abides by the rules and regulations of AFB.
- 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 official privacy, be patient and able to work in collaboration with the team.
- Advanced mastery 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.
- Demonstrates strong capacity of organization, anticipation and able to face urgencies in a quiet and efficient attitude.
- Fluent mastery in both English and Kannada languages required (read, write and speak). Some knowledge of French language would be appreciated.

TIMINGS

Monday to Friday: 9.30am to 5.30pm

Saturday: 9.30am to 5.30pm

WORKING CONDITIONS

Consolidated Salary range from INRS 28,000/- to 30,000/-

THE SELECTED CANDIDATE WILL BE APPOINTED A CONTRACT EMPLOYEE FOR A PERIOD ONE YEAR INCLUSIVE OF THE 3 MONTHS PROBATIONARY PERIOD TO ASSESS HIS/HER PERFORMANCE.

MAIL YOUR CV + COVER LETTER : recruitment.afbangalore@afindia.org