

HT Center Counselor (JOB DISCRIPTION)

Position Details

Designation	Center Counselor – Sales and Operations
Function	Operations
Location	Gurgaon
Reporting Mgr	Center Manager
Direct	None

Position Responsibilities

Role Objective	Managing Admin and MIS for sales, operations and academics of Studymate
Key Result Areas	<ul style="list-style-type: none"> • Sales <ul style="list-style-type: none"> ○ Achieving sales targets month wise, season wise and year wise • Operations <ul style="list-style-type: none"> ○ Timely Entry of data to MIS portals. ○ Timely reports to be submitted within specified deadlines ○ 100% accuracy in center audits by Operations Manager • Improve student/satisfaction levels <ul style="list-style-type: none"> ○ Renewals - 60% ○ Escalation and resolution of academic problems within 7 days ○ Monitor Regular absenteeism calling and timely class cancellations Managing Key Sales & Operational Metrics • Center Activities <ul style="list-style-type: none"> ○ Build new database of prospective enrolments for allotted center @ min 5K each by Jan-13

<i>Search Specifications</i>	
Education	Graduate
Experience	3 to 5 years
Behavioral Competencies	<ul style="list-style-type: none">• Excellent people skills• Assertive - Ability to say 'No' when situation demands• Ability to work cohesively with other functions and products• Ability to resolve conflicts between teams• Customer centric