

Admissions Associate at Zetech University

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Job Description

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Zetech University is the premier university for the education of Technology, Science and Business oriented global leaders, offering an exceptional learning experience to thousands of youth from Kenya and beyond.

Duties and Responsibilities

Reporting to the Lead Admission Officer,, the position holder will be responsible for the following, amongst others:

Answer incoming phone calls on designated lines

Respond to customers' emails.

Manage and resolve customer complaints on call.

Document all calls information according to standard operating procedures

Identify and escalate issues to supervisors when the need arises

Compiling reports on overall customer satisfaction

Keeping records of customer interactions.

Keep an up to date report of all enquiries and follow up status

Filling of application forms

Processing of admitted forms

Preparation of admission letters and dispatch to applicants

Follow up for admissions and reporting

Providing correct information to clients and other stakeholders.

Managing incoming calls and outgoing calls

Participating in ensuring student retention.

Contributing to team effort by accomplishing related results as needed

Qualification Requirements

Bachelor's Degree in Communication, Public Relations, Business or Marketing

At least 1-year relevant experience in Customer Service.

A motivated self-starter

Extra Miler and a Problem solver.

Advanced skills in MS Office (Excel, PowerPoint) and the internet.

Problem-solving skills.

Excellent communication skills including fluency in written and spoken English

Ability to adhere to deadlines

Passion for quality, keen and self-driven

Good analytical and reporting skills

Good understanding of University procedures and standards

Understanding of University QMS procedures and standards.

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