JOB DESCRIPTION

ASSISTANT ADMISSION COUNSELLOR CUM TELECALLER

Allenhouse Public School, Vasundhara, Ghaziabad

Position Overview

We are looking for a courteous, proactive, and organised Assistant Admission Counsellor cum Telecaller to support the school's admission process, respond to parent enquiries, maintain prospective-student records, and help build positive relationships with families.

Key Responsibilities

- Handle incoming and outgoing calls to parents regarding admission enquiries, follow-ups, school facilities, and admission procedures.
- Provide accurate and courteous information about the school, curriculum, fee structure, eligibility, documentation, and admission process as authorised by the school.
- Follow up with prospective parents through calls, messages, and emails to support enquiry-to-admission conversion.
- Schedule campus visits, counselling appointments, interactions, and meetings with the admission team.
- Welcome visiting parents, understand their requirements, and assist them throughout the admission enquiry process.
- Maintain and regularly update enquiry registers, call logs, follow-up schedules, and prospective-student data in spreadsheets or the school's CRM/ERP.
- Coordinate with the admission team, front office, and relevant departments to ensure timely responses to parent queries.
- Assist with admission forms, document checklists, application tracking, and other admission-related administrative work.
- Support admission campaigns, open houses, school events, and outreach activities as required.
- Prepare daily or periodic reports on calls made, enquiries received, follow-ups completed, visits scheduled, and admission status.
- Handle parent information confidentially and maintain a professional, helpful, and service-oriented approach.
- Meet agreed targets for enquiry follow-ups and service quality while ensuring communication remains respectful and accurate.

Educational Qualifications

- Graduate in any discipline from a recognised university.
- Proficiency in spoken and written English and Hindi.
- Basic computer knowledge, including email, spreadsheets, and data entry.

Experience

- Prior experience in telecalling, customer service, front office, counselling, or school admissions is preferred.
- Candidates with strong communication skills and a willingness to learn may also be considered.

Required Skills and Competencies

- Clear, confident, and courteous telephone communication.
- Good interpersonal skills and the ability to build rapport with parents.
- Patient listening, problem-solving, and professional follow-up skills.
- Strong coordination, organisation, and attention to detail.
- Comfort with handling multiple enquiries and maintaining accurate records.
- A positive attitude, teamwork, and a parent-friendly approach.

Preferred Candidate Profile

The ideal candidate will be approachable, persuasive without being pushy, dependable, and committed to providing parents with a smooth and positive admission experience while supporting the school's enrolment goals.