



Alliance Française

Bhopal - Indore

Job Title:	Admin Assistant / Course Counselor	Job Category:	Administration, Public Relation, Education
Duration	1 year (3-month trial)	Job Code/ Req#:	RECEP0220 - INDORE
Bonus	Free Classes	Position Type:	FULL TIME
HR Contact:	bhopal@afindia.org	Date Posted:	19/10/2021

Job Description

ROLE AND RESPONSIBILITIES

- Advise, guide and convince potential students/students to register.
- Proceed and Receive payment of course fees, registration, book fees, etc... from students.
- Filing all petty cash receipts in software.
- Report the petty cash daily journal to the manager of the branch every day.
- Provide excellent customer service / Greet all visitors in a professional and friendly manner;
- Answer phone calls/ What's App / Instagram /Facebook messages in a timely manner with accurate information;
- Implement the Institute's communication policy regarding the courses;
- Understand and be aware of all activities and novelties happening in the institution to provide accurate information;
- Manage communication between visitors and students with various departments of the AFI;
- Sorting and distributing post and various messages to various departments of the AFI 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 MY ALLIANCE / EXAMINATION

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Get to know the general principles of financial statements, fees and bills.
- 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 PERMANENT EMPLOYEE AFTER THE 3 MONTHS TRIAL REGARDING HIS/HER GENERAL PERFORMANCE. THE EMPLOYEE WILL BE BASED IN INDORE.

YOU CAN APPLY UNTIL THE: **15/11/2020**

MAIL YOUR CV - COVER LETTER : **BHOPAL@AFINDIA.ORG**