Position Description

Position Details			
Business Entity	Kaplan Professional	**Department**	Sales
Job Title	Sales Adviser	**Location**	Sydney
Reports To	B-to-C Sales Manager	**Direct Reports**	0

Overall Purpose

The Sales Adviser (B to C) is responsible for converting inbound calls, website leads and outbound marketing campaign activities, for the purposes of enrolling those wishing to study with Kaplan Professional.

Key Responsibilities

- Convert leads into new enrolments from the website and inbound calls
- Participate in outbound call marketing enrolment drive campaigns
- Adopt and personalise a lead workflow and sales process
- Be efficient at using the phone as the first point of contact and using email to engage students
- Build and promote, long-lasting student relationships
- Ensure all information communicated to students is accurate and appropriate
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

Qualifications, Experience, and Skills

Essential

- 1-2 years' high volume inbound call centre experience
- Superior customer service skills with strong written, oral communication and interpersonal skills
- Excellent attention to detail with accurate data entry skills
- Strong time management skills and ability to multi-task in a fast paced environment
- Ability to work both independently and as part of a team
- Thrive in an ever-changing environment

Desirable

- Working knowledge of Salesforce and Learning Management System
- Knowledge and experience with a Customer Relationship Management (CRM) database
- Previous call centre experience

Employee Signature _____ Date _____

Manager Signature _____ Date _____