

## Job Description

**Job Title** : Associate (Information Centre)**Job Location** : Patiala/Derabassi

### Main Purpose

We are seeking enthusiastic and service-oriented Information Centre Executives to join our Information Centre & Admissions team. The role involves managing inbound and outbound calls, engaging with prospective students and parents, and providing accurate information and career counselling. This position requires excellent communication skills, a student-first mindset, and the ability to quickly grasp academic offerings and admission procedures. The ideal candidate has to be empathetic in nature and places the student experience at the core of every interaction. They should embody the spirit of our institute's tagline—"Seeking Excellence Together"—by demonstrating a collaborative, student-focused approach and a strong commitment to guiding students toward informed career choices. .

Qualification	Graduation in any discipline from a recognized institute/university with at least 60% marks. Candidates with a degree in Computer Science will be preferred.
Experience	At least 2-3 years of experience working with a call center, preferably in the education domain, or at least 2 years of experience in working with a call center as a team manager, preferably of the education domain
Competency	<ul style="list-style-type: none"><li>• Excellent leadership and communication skills</li><li>• Team management experience</li></ul>

### Specific Accountability & Job Responsibility

- Handle inbound calls from prospective students and parents regarding admissions, programs, and career options.
- Make outbound calls to follow up with leads, provide updates, and support the admissions process.
- Counsel students on available academic programs, career pathways, and institutional offerings.
- Maintain updated knowledge of courses, eligibility criteria, and admission timelines.
- Accurately log call details and follow-ups in the system.
- Maintain professionalism and empathy while addressing queries and concerns.
- Collaborate with other departments to ensure smooth coordination and resolution of queries.
- Provide timely and accurate information in line with institutional guidelines.

### Compensation:

- Compensation will not be a constraining factor and will be the best in the sector.
- Interested candidates can send their CVs by email (amandeep.dhot@thapar.edu) positively 22<sup>nd</sup> June 2025. **Kindly mention the position in the subject of email while applying.**