

# ADMISSIONS MANAGER JOB DESCRIPTION

## About Us

Edways is a first-of-its-kind fast-growing marketplace connecting schools and parents with the objective of facilitating the admissions process. Edways helps schools generate and manage quality applicants while providing parents with all the modern tools to support them in selecting, communicating and applying to schools effortlessly, all in the same place (the booking.com of school admissions).

The Edways team currently includes multi-disciplinary professionals with strong industry expertise in the education management space. We were successful in raising seed funding and recently launched the platform in Dubai, the UAE ([www.edways.com](http://www.edways.com)).

## Job Brief

The Admissions Manager plays a crucial role in the success of the admissions enrollment process, serving as a key liaison between prospective parents and schools' admissions teams. The primary objective is to convert parent inquiries into enrolled students through the delivery of exceptional customer service.

### Main Duties & Responsibilities:

- **Timely Response:** Respond within pre-set Service Level Agreements (SLAs) to all incoming inquiries via telephone, chat or email.
- **Information Provision:** Furnish accurate information to prospective parents regarding the schools and effectively promote the schools' USPs.
- **Relationship Building:** Establish trust and transparency with prospective parents, creating an environment conducive to a smooth admissions process.
- **Needs Identification:** Utilize open-ended questions to identify inert motives and specific areas of interest, aligning the partner schools as the preferred choice.
- **Co-ordination:** Efficiently coordinate between partner school admission teams and parents to schedule tours and student assessments.
- **Communication Management:** Maintain consistent communication with parents throughout the admissions process, ensuring clarity and addressing concerns.
- **Objection Handling:** With training, confidently handle objections and respond to issues professionally and efficiently.
- **CRM System Maintenance:** Ensure the Customer Relationship Management (CRM) system is up to date with details of all correspondence, accurately logging every inquiry.
- **Follow-Up:** Follow up with parents within agreed workflow SLAs, facilitating a seamless admissions process.
- **Marketing Support:** Occasionally support marketing in organizing events and coordinate with the partner schools' admissions for other marketing related activities.

Requirements:

- Proven experience in admissions or a related customer service role.
- Excellent communication and interpersonal skills.
- Ability to build rapport and trust with diverse stakeholders.
- Strong organizational and coordination abilities.
- Familiarity with Customer Relationship Management (CRM) systems is advantageous.

**Other Details**

- Part-time position
- Remote working
- Package on offer includes performance based incentive
- Opportunities for career advancement in a rapidly growing startup