



## **Student Advisor**

Neapolis University Pafos, a leading private university in Cyprus, is looking for an enthusiastic individual who is quick learner and willing to go the extra mile, who can listen to prospective students and then offer a resolution for each enquiry.

### Key Responsibilities:

- Manage large number of inbound and outbound calls in a timely manner.
- Counsel and advise prospective students about educational opportunities, admission criteria and university policies and requirements.
- Provide clear, correct and timely information whilst following up to ensure all matters are resolved quickly.
- Maintain communication via telephone and email with prospective students through all stages of the recruitment and admission process.
- Keep records of all conversations in the CRM and other databases in a comprehensible way.
- Perform miscellaneous job-related duties and comply with all company policies and procedures.
- Strive to meet or exceed department metrics while providing excellent and consistent service.
- Submit recommendations to explore market opportunities and improve results.

### Knowledge & Skills Required

- Strong interpersonal and communication skills both orally and in writing.
- Ability to process computer data.
- Good multi-tasking skills.
- Ability to interpret, adapt, and apply guidelines and procedures.
- Ability to work effectively with diverse populations.
- Ability to work under pressure.

Education and Experience Requirements:

- Fluent in English language. Knowledge of other languages is considered as an advantage.
- At least 3 years of experience in sales or customer service or call center.
- Experience in education sector is considered as an advantage.
- Bachelor's degree is considered as an advantage.
- Master's degree is considered as an advantage.

The selected candidate will get a job offer for immediate employment. Please submit your application, stating “**Student Advisor**” in the subject line with a copy of your CV to [hrd@nup.ac.cy](mailto:hrd@nup.ac.cy)

Please note that all applications will be treated in strictest confidentiality.

***CLOSING DATE: 15/07/2021***