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ADMISSIONS & STUDENT SUPPORT OFFICER

JOB DESCRIPTION SUMMARY

The Enrollment & Student Support Officer is responsible for acting as a liaison between the Institute and prospective students and their families. This position requires an individual who can work independently in recruiting students. The Enrollment Officer is a professional representative of the institute and is expected to conduct himself/herself in a manner consistent with the institute's desire to promote a positive image and provide quality student service. He/She also actively participates in marketing the institute.

JOB DETAILS

Location: Windhoek

Position Type: Full time

Supervisor: Head of Academic Affairs & Research

DUTIES & RESPONSIBILITIES

- ✓ To develop a good knowledge of the courses offered by the institute at all levels
 - ✓ handles day-to-day student admissions and/or records and registration
 - ✓ records and monitors required data into student data base
 - ✓ manages and maintains files, records, and other documents to ensure accurate and complete files throughout the admission and/or registration process
 - ✓ Provides routine advice, guidance and assistance to prospective and current students regarding admission or records and registration policies and procedures.
 - ✓ Resolves routine process problems as they arise to ensure client satisfaction.
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KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- ✓ Strong communication skills (oral & written) and the ability to work effectively with a diverse community.
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- ✓ Ability to analyze and solve problems and to make evaluative judgements.
 - ✓ Records maintenance skills..
 - ✓ Knowledge of customer service standards and procedures.
 - ✓ General office administrative and secretarial skills.
 - ✓ Ability to provide technical guidance and interpretation to students on enrollment policies and procedures.
 - ✓ Ability to evaluate student transcripts and/or records.
 - ✓ Knowledge of policies and procedures pertaining to student admissions, registration, and records.
 - ✓ Travel to various towns to give awareness of our programs
 - ✓ Successful experience in sales, marketing, and communications
 - ✓ Strong interpersonal, presentation, organizational, and computer skills
 - ✓ Strong work ethic, integrity, and a positive attitude
 - ✓ Ability to work a flexible schedule, including weekends as required
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MINIMUM REQUIRED QUALIFICATIONS

- ✓ Bachelor's Degree or equivalent professional experience
 - ✓ Front-line customer relationship management to multicultural clientele
 - ✓ Experience in working with CRM is an added advantage
 - ✓ Good driving record and valid driver's license
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APPLICATION

To apply, please e-mail the below documents in a single pdf file to **Ms. Maria Penondadi** at info@globalinsti.com

- A 1 – 2-page statement of interest specifying the relevance of your experience to the Institution
- Curriculum Vitae (CV)
- Names and complete contact information for three references.

Global Edge Training Institute is a welcoming and vibrant community committed to supporting a diverse workforce, and actively seeks applications from women, minorities and other persons from traditionally underrepresented groups. Global Edge Training Institute is an equal opportunity provider and employer. The Institute reserves the right to extend the closing date if deemed necessary and reserves the right to make no appointment.