

Institute of Management Technology, Centre for Distance Learning is looking for Sales Executives who would be responsible for Inbound & Outbound Enquiry Handling.

Sales Executives – Delhi/ Ghaziabad

Roles and Responsibilities

- **Inbound Enquiry Handling from different Sources**
 - Answer Inbound calls
 - Connect with enquiries received in CRM from Organic and Inorganic digital campaign
 - Respond to emails received from the enquiries
 - Update enquiries in CRM under various categories.
 - Provide customers with product and service information as and when required.
 - Identify and escalate priority issues
 - Follow up customer calls and assign to sales teams, where necessary
 - Responsible for closure of sales leads into admissions, where possible
- **Process Compliance:**
 - Adherence to the Sales process.
 - Adherence to admissions process.
 - Prepare, organize, and maintain appropriate resources, reports and statistical summaries.
 - Timely reporting of data and updating in CRM.
 - Assist with administrative responsibilities as assigned.
 - Perform related duties as assigned.

Education Qualification & Skills

- Graduation in any stream.
- 2 or more years of work experience in a relevant field. Preferably from education industry.
- Strong interpersonal and communication skills.
- High integrity and commitment

Institute of Management Technology, Centre for Distance Learning is looking for Assistant Managers who would be responsible for generating local enquiries and for student admissions.

Assistant Manager (NCR/ Jaipur/ Lucknow/ Kolkata/ Bengaluru)

Roles and Responsibilities

- **Enquiry Generation through BTL events in the assigned territories**
 - Study & knowledge of the competition in the specified market
 - Planning & Execution of the Enquiry Generation activities in the specified market through regular events.
- **Responsible for admissions and re-admissions into IMT-CDL programs**
 - Provide information on specific programs/ certificate courses offered by the institute.
 - Ensuring Admission through various sources; majorly working on Fresh lead Sources-Inbound
 - Responsible for proactive closure of leads through outbound calls and counselling sessions.
 - Ensuring admissions through referrals from students.
 - Counsel and advice students on choosing the appropriate program at IMT CDL.
 - Ensuring re-admissions into higher semester for the assigned set of students
- **Student Engagement**
 - Ensuring customer satisfaction through timely and efficient query handling through phone and emails.
- **Process Compliance:**
 - Adherence to the Sales process.
 - Adherence to admissions process.
 - Ensuring complete student documentation for Roll no generation.
 - Prepare, organize, and maintain appropriate resources, reports and statistical summaries.
 - Timely reporting of data and accurate updating in CRM.
 - Assist with administrative responsibilities as assigned.
 - Perform related duties as assigned.

Education Qualification & Skills

- Graduation in any stream.
- 10 or more years of work experience in a relevant field. Preferably from education industry.
- Strong interpersonal and communication skills.
- High integrity and commitment

Institute of Management Technology, Centre for Distance Learning is looking for Sales & Student Services Executives, who would be responsible for admissions and student services.

Sales & Student Services Executive (Jaipur/ Lucknow/ Kolkata/ Bengaluru)

Roles and Responsibilities

- **Responsible for admissions into IMT-CDL programs**
 - Provide information on specific programs/ certificate courses offered by the institute.
 - Ensuring Admission through various sources; majorly working on Fresh lead Sources-Inbound
 - Responsible for proactive closure of leads through outbound calls and counselling sessions.
 - Ensuring admissions through referrals from students.
 - Counsel and advice students on choosing the appropriate program at IMT CDL.

- **Responsible for Student Services**
 - Ensuring student satisfaction through timely and efficient student query handling through phone and SCS.
 - Timely closure of student queries.

- **Process Compliance:**
 - Adherence to the Sales process.
 - Adherence to admissions process.
 - Ensuring complete student documentation for Roll no generation.
 - Timely reporting of data and accurate updating in CRM.
 - Assist with administrative responsibilities as assigned.
 - Perform related duties as assigned.

Education Qualification & Skills

- Graduation in any stream.
- 2 or more years of work experience in a relevant field. Preferably from education industry.
- Strong interpersonal and communication skills.
- High integrity and commitment