

Admissions- Executive – IMT CDL Ghaziabad

Role and responsibilities:

- *Handling admission enquiries, complaints of online and offline admissions, address change regarding student verification from different agencies, transcripts and other academics related queries etc.),*
- *Enter all semester's Academic Fees verification with Bank CMS slip.*
- *Roll Number generating, students documents verification*
- *Refund of Academic fees preparing & checking and after approval submit to Accounts Dppt.*
- *Making & Verification of Provisional certificates for students.*
- *Online and Offline Examination Invigilation duty.*

- *Resolution of student queries received under different categories on Student Care Services (SCS) portal within defined TAT.*
- *Co-ordination with Functional Heads for the resolution of student Queries as per timelines*
- *Resolution of student queries received on IVR within defined TAT.*
- *Ensuring 100% complete and accurate communication to the student query within defined TAT.*
- *Processing student's request for Provisional Certificates, Migration Letters etc.*
- *Raising Alerts for any process change/tweaking whenever required basis student feedback on SCS/IVR*

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.*

*Desired candidates should send their resume to **careers@imtcdl.ac.in** latest by 5th Dec. 2018.*