JOB DESCRIPTION

LEAD CONVERSION COORDINATOR

JOB DETAILS

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Lead Conversion Coordinator</th>
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<tbody>
<tr>
<td>Grade</td>
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<tr>
<td>Department/Division</td>
<td>Student Recruitment &amp; Admissions Department</td>
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<td>Reports to</td>
<td>Senior Admissions Counselor</td>
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<td>Supervises</td>
<td>None</td>
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<tr>
<td>Last Updated on</td>
<td>November 18, 2021</td>
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Job Purpose

This position reports to the Senior Admissions Counselor and is responsible for providing customer service by giving response to the inquiries of the potential students. They often receive inquiries about admission process procedures, tuition fees and other concerns.

Main Duties and Responsibilities:

- Reach out to new inquiries and follow up on enquiries and incomplete applications.
- Handle Admissions incoming calls from the main switch line.
- Respond to the Live Chat.
- Respond to RIT Main WhatsApp account.
- Ensure that all the files for enrolled students are complete.
- Respond to RIT Dubai & RIT Dubai Admissions Emails.
- Assist in campus tours, school visits, Exhibitions & RIT Events.
- Schedule placement tests exams for new students.
- Follow up with prospective applications and convert them to enrolled.
- Perform other tasks and duties as assigned / needed in order to meet the requirements of the role and the goals of the Institute.

Required Minimum Qualifications

- Bachelor’s degree from an Accredited University in Business Administration, Education or related fields.
- English Language Fluency, with fluency in at least one other language (preferably Arabic).
- Minimum of 1 year of working experience in accredited higher education universities or similar function.
- Flexible on working hours (Including weekends and evenings if needed).
- Excellent communication and interpersonal skills.
- Advanced organizational, planning and multi-tasking skills.
- Ability to represent the University in a professional manner.
APPLICATION PROCEDURE:

Please email your application to careersdubai@rit.edu and include the following items in your application:

- Subject line must include the source, your name and position you are applying for;
  (Mr. John Smith – Lead Conversion Coordinator)
- Cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements
- Resume or curriculum vitae
- Contact information

Applications review will begin immediately and continue until a candidate is selected. Only shortlisted candidates will be contacted. For more information please visit RIT Dubai website at www.dubai.rit.edu.