

Job Title: Engagement & Customer Success Manager, Outreach

Reports to: Sr. Director, Outreach

Location: Ashoka University Admissions Office, Vasant Kunj, New Delhi

Experience (in years): 2-6 years of relevant work experience

Nature of work: Full Time

About Ashoka University:

10 years ago, we embarked on a journey to establish a world-class, multi-disciplinary, liberal arts and sciences university in India. Built on the finest global best practices of institution and university governance, Ashoka has truly transformed Indian higher education in India with its unique pedagogy, governance, and best practices.

Ashoka is today India's #1 liberal arts and sciences university that is home to the most diverse student body, a hub for impactful research, and a magnet for best-in-class faculty and staff.

Ashoka has been ranked in the top five among private Universities in India by QS Asia and has also secured the top rank among all Indian Universities in the 'International Faculty' indicator. The University was earlier awarded Diamond rating by QS I. GAUGE as a recognition of its continuous focus on academic rigor, inter-disciplinary pedagogy, world-class faculty, academic research, innovative modules of engagement with the community and teaching methods.

For further information, visit www.ashoka.edu.in.

We aim to co-create a nurturing space for our students, faculty, staff, donors and community positively through universal values:

- **Be Mission-Driven**
- **Think Strategically**
- **Act Authentically**
- **Take Accountability**
- **Build Collaboration**
- **Deliver Excellence**

Role and Responsibilities:

- Provide academic counseling and admission assistance to students for the undergraduate programme at Ashoka University
- Recommend appropriate courses and share relevant information/content with prospective students through various channels including emails, telephone calls, and in-person interactions
- Own application submission targets and drive strategic customer relationships including end-to-end stakeholder management
- Engage with leads generated from various platforms such as digital (social media, website, chats, etc.), student interactions, existing students, and any other external database
- Conduct in-person meet-ups with prospective applicants to guide them through their admission and application-related queries
- Assist territory managers during open houses, coffee chats, career fairs, conferences, workshops, campus tours, and other events
- Maintain an up-to-date repository of call logs and databases with feedback and comments for follow up

Eligibility:

- Bachelor's/Master's Degree or equivalent
- Minimum 2-6 years of relevant work experience
- Freshers from reputed institutions with a desire to contribute to the education sector may also apply

Skill Sets Required:

- Strong counseling and relationship management skills with a passion to guide young minds
- Result oriented
- Persistent and diligent
- Exceptional communication skills
- Entrepreneurial/Self-Motivated

Application Submission Process

Please submit an updated CV at connect.hr@ashoka.edu.in, with the subject line – <Job Name+Department Name_Applicant Name>.

Kindly ensure that the application includes the last compensation received, expected salary, and notice period.

Only shortlisted candidates will be contacted.

Ashoka is an equal opportunities employer. Remuneration will be competitive with Indian non-profit pay scales and will depend upon the candidate's experience levels and the overall organization's salary structure.