

**Job Title:** Engagement & Customer Success Manager, Outreach

**Reports to:** Senior Director, Outreach

**Location:** Okhla, New Delhi

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

**Nature of work:** This is a full-time role, Monday - Friday

### About Ashoka University:

Ashoka University is India's premier interdisciplinary teaching and research university, an institution that has become a beacon of academic excellence in the less than 10 years since its inception. At Ashoka, we encourage you to embrace change, learn and grow continuously, and strive for excellence in what you do.

As part of our thriving and committed workforce, you will:

**Be Mission-Driven:** Champion interdisciplinary learning, innovative pedagogy, and academic rigor to transform Indian higher education.

**Think Strategically:** Collaborate with other innovative colleagues to shape the future of higher education through strategic planning and a forward-thinking approach.

**Act Authentically:** Embrace authenticity and integrity, fostering an inclusive and supportive environment where every voice is valued.

**Take Accountability:** Own your work and drive positive change, as an individual seeking to make a meaningful contribution.

**Build Collaboration:** Experience the power of teamwork and diverse perspectives, working collectively towards our shared goals.

**Deliver Excellence:** Strive for high quality in all aspects, upholding the highest standards of academic excellence, student support, and professional development opportunities.

At Ashoka University, we are on a mission to redefine higher education and create a remarkable space where innovation and collaboration thrives. As a **pioneering force in interdisciplinary learning**, we **continually grow and adapt** to stay at the forefront of educational excellence with emphasis on inclusivity and equal opportunity. Our philosophy revolves around **care, well-being, and connection**, which are deeply embedded in everything we do.

When you join our community, you become part of an extraordinary journey in which you can enhance your potential and make a meaningful impact.

### About Office of Outreach:

The Office of Outreach at Ashoka University engages with a diverse range of schools across India to communicate Ashoka's vision and academic excellence to various stakeholders including principals, counselors, students and parents. Spread across 8 cities, the Outreach team engages with schools across India through school presentations, career fairs, webinars, conferences, and other events. A range of digital activities are also undertaken to promote and drive applications for the undergraduate program through paid and organic social media campaigns, email marketing, webinars, WhatsApp, and SMS communications. In order to guide prospective students and parents through the holistic admissions process, a team of academic counselors engages in one-on-one telephonic conversations with prospective applicants to help them with the application form and address their queries. The Outreach Office also conducts campus tours for prospective students and parents throughout the year.

### 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.

## Qualifications and Skills Required:

### Qualifications:

- 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 for guiding young minds
- Result oriented
- Persistent and diligent
- Exceptional communication skills
- Entrepreneurial/Self-Motivated

## Application Submission Process:

Submit your application to Ashoka University's Office of Outreach to ensure your candidacy receives the attention it deserves, kindly follow the application submission process outlined below:

**Prepare an Updated CV:** Showcase your professional accomplishments, skills, and experiences in an updated curriculum vitae.

**Submit Your Application:** <https://forms.gle/hQeKBMiKZEgnQ8HZ7>

**Include Essential Details:** Along with your CV, kindly provide the following information:

- Last compensation received: We value your expertise and acknowledge the importance of fair compensation.
- Expected salary: Share your aspirations for growth and remuneration.
- Notice period: Inform us of the time required to transition from your current role, if applicable

Only shortlisted candidates will be contacted as part of our rigorous selection process.

**Adherence to Deadlines:** To ensure fairness and efficiency, please submit your application **by 15th February, 2024**. Applications received after the deadline will not be considered.