



MUSTANGS E SERVICES PRIVATE LIMITED

B 240 Sushant lok 3 , sector 57 gurgaon

Student relationship manager (SRM)

Experienced- CTC - 3-6 lacs PA (Experience will be considered in the field of education abroad counseling) includes incentives, yearly bonus, target bonus.

Fresher's- CTC - 1.8 to 4 lacs PA (Based on communication skills) includes incentives, yearly bonus, target bonus.

Job Purpose

SRM /Counselors have to involve in the development of an interpersonal relationship between them and the client. The purpose of this relationship is to provide the client with guidance and advice allowing them to attain a deeper understanding of themselves and studying abroad for a brighter career in the future.

Further Counselors has to provide info and knowledge to student and their parents in regards to various study abroad options ensuring conversions for the organization. Assist students with the digital rendering of our services via AbroadShiksha.com

Communicate using various channels (not limited to tele/ voice channels) with potentials Students

Job description

- Maintain CRM
- Make calls
- Drop e-mails
- follow up with students
- Create emailers and newsletters

Qualification

- Any Graduate and related work experience is considered

Requirements

- Handling student queries
- Excellent communication and convincing skills
- Smart as well as hardworking
- Ability to provide information verbally, clearly and effectively
- Pleasing personality



MUSTANGS E SERVICES PRIVATE LIMITED

B 240 Sushant lok 3 , sector 57 gurgaon

- Working knowledge of computer and internet
- decent Writing skills

Working conditions

- Counselor should not be engaged in unnecessary conversation while speaking to students
- The counselor on call should be extremely courteous towards students
- Accuracy is very essential to connect the correct number
- Heavy calling is required including cold calling
- Counselor should have the speed in connecting the calls; hence he/she will be late in attending/ making the calls.
- Minimum 12 month Commitment to the organization for experienced and 24 month commitment for Fresher's , in lieu of training .
- Office timing 10 Am to 6:30 pm MON - SAT which may increase looking at workload and urgency of work.
- Sales targets required to be met on a monthly basis.

Salary for the job comprises of fixed and a variable component

Fixed component includes Basic as well and TA ; Variable component includes incentives, target bonus, commissions

Direct report

Needs to report directly to Sales manager, COO

Approved by	Kanav Sachdeva - CEO
Date approved	
Reviewed	