

Job Title: Tele-Sales Counsellor

Location: Vidya Jyoti Institute – Ghaziabad

Employment Type: Full-time

Job Overview:

The Tele-Sales Counsellor will handle inbound and outbound calls, guide parents and students about our coaching programs (8–12, IIT, NEET, Olympiads), and convert inquiries into admissions. The role combines communication, counselling, and sales skills.

Key Responsibilities:

- Make outbound calls to leads generated via ads, enquiries, and referrals.
 - Handle incoming calls and provide accurate information about courses, fees, batches, and results.
 - Counsel students and parents to help them choose the right course based on academic goals.
 - Maintain lead and follow-up records in excel/register.
 - Schedule demo classes and coordinate with faculty and admin for smooth follow-ups.
 - Achieve weekly and monthly admission targets.
 - Share feedback from parents/students to the management team for improvement.
 - Support marketing campaigns (offline and digital) through follow-up calls and feedback collection.
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Skills Required:

- Excellent communication and convincing skills (Hindi & English).
 - Pleasant and confident voice with good telephone etiquette.
 - Basic computer knowledge (Excel, Google Sheets).
 - Ability to handle pressure and meet targets.
 - Prior experience in counselling or telesales (preferred, but not mandatory).
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Qualifications:

- Minimum: Graduate (any discipline).
 - Experience: 0–3 years (Education industry preferred).
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Salary & Benefits:

- Fixed salary + Attractive incentives per admission.
- Training on product knowledge and counselling techniques.
- Growth opportunities to Senior Counsellor / Centre Manager.