

Admissions Counselor

Join the Anglo-American University as an **Admissions Counselor (full-time position)**.

Anglo-American University (AAU) is a prestigious and internationally recognized institution located in the heart of Prague. With a commitment to providing quality education and a vibrant learning environment, AAU offers a wide range of degree programs to students from around the world. We are currently seeking a talented and engaging Admissions Counselor to join our Admissions team.

The Admissions Counselor will serve as a primary point of contact for prospective students and their families, guiding them through the application process and ensuring the submission of required documents. This role emphasizes a high level of customer service, treating each prospective student with a personalized, one-on-one approach. The ideal candidate is passionate about helping students while showing exemplary customer service skills.

Main responsibilities:

Student Guidance and Counseling:

- Guide prospective students through the application process.
- Provide timely and accurate information on program offerings and application requirements.
- Answer questions of prospective students and/or their families.
- Lead prospective students and their families on guided tours of the campus.

Customer Service Excellence:

- Deliver an exceptional, one-on-one service experience for every prospective student.
- Regular follow-up with prospective students, ensuring they have the necessary information and support.

Enrollment Targets:

- Utilize a customer service-focused approach to achieve enrollment targets.
- Collaborate with the marketing team to align strategies for outreach and engagement.

Documentation and Record Keeping:

- Ensure that all student documents and records are accurately maintained.
- Track interactions, feedback, and concerns for continuous improvement.

Team Collaboration

- Close collaboration with the colleagues in team to ensure smooth handover to the next stages of the admissions process
- Close collaboration with other departments to ensure communication alignment.

Profile:

- Experience in admissions, customer service, or sales is highly desired.
- Excellent organizational skills with an ability to multitask and prioritize.

- Ability to adjust to new regulations quickly and effectively.
- Proficiency in CRM software (i.e. salesforce) and Microsoft Office Suite is preferred.
- Native or near native English proficiency.
- A genuine passion for guiding and assisting students.

We offer:

- Multicultural, international environment
- Possibility of personal development (taking university courses free of charge)
- 5 weeks of paid vacation per year
- 5 sick days per year
- 1 hour lunch break included in working hours (for the full time job)
- Multisport card (partly paid by the employer).

Interested candidates should send their **CV and a cover letter to Lucie Kacovská** at **lucie.kacovska@aauni.edu**. The **review of the applications will start after the 15th of October 2023** and will continue until the position is filled. It is expected that the selected candidate will assume the position as soon as possible or upon agreement. For more information about the University, visit the website of Anglo-American University www.aauni.edu