

Admissions Counsellor Job Description

Admin Staff

Full-time • Open until filled • Starts: ASAP

The Position

The Admissions Counselor (AC) is the primary representative of International School Dhaka with respect to prospective students, their families and school stakeholders. The AC is responsible for all recruitment efforts and achieving enrolment targets as per the school's business objectives and annual growth plans.

The Admissions Counselor will primarily work with families from Bangladesh and overseas, providing support and building relationships to ensure their successful application and enrollment. This position will involve some travel within Dhaka city with embassies, multinational corporations and educational institutions.

General Responsibilities

- Prepare and execute recruitment plans to drive student enrolment
- Build relationships with key prospective families, ISD staff and strategic contacts in promoting ISD's mission and vision
- Work in cooperation with the Admissions Director to develop and achieve short- and long-term student recruitment plans
- Prepare and deliver presentations to prospective organisations and applicants and other stakeholders
- Manages student enrollment from application to final admission stage in strict compliance with the ISD Admission Policy
- Attend school admissions events to represent International School Dhaka to prospective students and their families at fairs, open days and conferences

Specific Duties

The Admissions Counselor will:

- represent the School positively and demonstrate the highest levels of customer service
- ensure that the Admissions Office is presentable and portrays the image of a high-caliber international school offering the IB curriculum
- review application materials and coordinate all steps of the admissions process based on school policies and procedures
- arrange timings and dates for prospective visits, assessment tests, classroom observations, and admissions meetings
- communicate with prospective families or their representatives via phone, email, and in-person meetings to clarify the information they provided in the online application
- respond to inquiries in a timely and professional manner
- advise families about the IB programs offered, admission procedure, eligibility, and costs involved
- assist with recruitment activities, student interviews, admission publications, and information sessions
- maintain a database of inquiries, applicants, enrolled students, declines, withdrawals and other admissions data to generate reports for management
- ensure the validity of questions and data collected in the online application portal and make updates as necessary
- provide engaging and informative school families/visitors
- act as the liaison between parents and Admissions and Marketing Director / Principals / IB coordinators / Teachers

- maintain daily inputs into the CRM database
- help prepare reports and daily updates that are presented at senior and Board level
- enrollment of new students
- issue acceptance and rejection admission letters, obtain completed enrollment forms, raise the correct invoice amount with Finance as well as ensure all other related documents such as educational and medical records are obtained
- orientate the parents and students with the necessary information required, such as uniforms, computer devices, school calendars, ID cards, school handbooks, etc
- inform the relevant teachers, principal, and other related departments about new students enrolling via email
- be confidential in handling all matters about the School including admissions
- maintaining student records including student and parent information (phone numbers, email, address) provide enrollment data or other admissions information to the Director/Principals
- communicate with parents regarding the withdrawal process as necessary
- inform the relevant teachers, principal and other related departments about withdrawals via email and maintain appropriate documentation
- maintain and update admissions paper / electronic documents and application archives
- update class lists and house lists and collaborate with Student Information Systems Manager to ensure all student data is correct
- issue Transfer Certificates and other requested documents for leaving students after the withdrawal process is complete
- serve as a liaison for parents by listening to any problems/concerns and direct them to the right person for a solution.

Preferred Skills and Attributes

- Your experience demonstrates a strong customer relations, business development and/or student service focus
- You excel in people-oriented environments and you listen well to others' needs
- You have excellent communication skills, both verbal and written
- You understand and are able to effectively articulate the mission and programs of the school
- You can communicate what is unique about ISD's place as a school in Dhaka
- You understand data and how to make use of it in support of your work
- You are organized and are able to work effectively in high stress environments
- You understand modern communications and technology - including social media, CRM software, and Microsoft Office
- You are able to preserve and maintain confidentiality of student data and records
- You are able to multitask and have good time-management skills

Education, Training & Certifications

- You have a Bachelor degree and a minimum of 3 years of work experience in a similar role or education.

The Application Process

Applicants are requested to email their application materials (cover letter and resume) and include a statement that articulates why they are suitable for this position. A range of qualifications are evaluated including distinguishing characteristics and skills that are required to fulfill this role. Only applicants selected for an interview will be contacted.

Position reports to: Admissions and Marketing Director

Submit applications to: hr@isdbd.org (please quote the position title in subject line)

Expiry date: Posted until filled (applications will be reviewed upon submission, so please apply ASAP)

Anticipated start date: ASAP