

## **QUALIFICATIONS & PROFILE**

- Basic proficiency in MS Office Suite preferred. Candidates will be expected to have intermediate Excel proficiency.
- Ability to work collaboratively in a team and create an inclusive environment with people at all levels of the organisation.
- Effective communication skills: Associates should be able to speak, read and write Hindi and English fluently. Additional Indian languages will be an added bonus.

## **WHAT YOU WILL DO**

- Welcome students allocated into the course, explain guidelines, terms and conditions before proceeding
- Handling administrative queries for 100-150 customers
- Making sure all student queries are resolved as per below timelines
- Email Queries – 48 Hours
- Call Queries – 2 Hours
- Enhance customer satisfaction to achieve 45%+ Net Promoter Score
- Proactively reaching out to 100% students that are allocated on calls and emails every month
- Driving students to complete assignments, quizzes as per course guidelines
- Identifying students low on lecture participation and drive attendance

## **ABOUT RISE WPU**

"RISE WPU" is a Maharashtra Institute of Technology World Peace University (MIT WPU) initiative. It is an exclusive online education platform where innovation meets global academic excellence. At RISE WPU, we view ourselves as more than an education provider, and we believe we are a technological revolution for higher education and professional certification. Under the parentage of MIT World Peace University aim to promote an innovative, technology-first online campus set up with a mission to encourage and empower students across cities, strata and societies to be socially and culturally aware leaders of the world. We are here to transform and propel the fields of technology, medicine, artificial intelligence, advocacy, political studies and more, light years ahead.

Our core belief is that education is the first step to trigger any form of change - small or monumental, on an individual level or for the society, within one's nation or across the world. Stemming from this belief is our strong focus on making holistic education commonplace for students around the world.

## **APPLICATION**

To learn more, visit: [risewpu.com](https://risewpu.com)

To apply, send your updated CV with the position name in the subject line to [subhodeep.chatterjee@risewpu.com](mailto:subhodeep.chatterjee@risewpu.com)