

Job Description : Intern - Admissions

We're looking for **Intern - Admissions** who are extremely customer centric and are excited by the challenges of new emerging business environment.

As an Intern - Admissions you will be responsible for developing new leads, communicating with customers, understanding their needs, and ensuring a smooth sales process. You must be comfortable making dozens of calls per day, working with channel partners, generating interest, qualifying prospects and closing sales.

Roles and Responsibilities

- Responsible to manage & convert leads for versatile upGrad programs
- Providing in-depth information to prospective learners, this includes counseling through phone, email, chat and social media
- Identifying references through the existing customer base to increase the sales pipeline
- Update details pertaining to lead discussions & conversion real-time on CRM (Salesforce) software
- Responsible for adherence of the inside sales process, tools and data management
- Meet and overachieve the given weekly, monthly and quarterly targets in terms of revenue as well as number of enrolments
- Handle objections and price negotiation in order to generate sales revenue
- Maintain effective communication till the time learner is onboarded

Skills required

- Excellent written and spoken communication skills (English proficiency)
- Strong sales bent of mind, in order to understand and effectively communicate what upGrad is offering to its prospective students and close applications
- Approachable and vibrant personality
- Ability to approach any situation with patience and very strong empathy
- Passion to deliver the highest levels of customer service at all times
- Must be a team player with the ability to work independently, prioritize tasks and meet targets/deadlines
- Basic proficiency in MS office suite (Outlook, Word, Excel) is preferable

Job Description : Intern - Academics

About the Role:

Managing cohorts and ensuring a smooth and unique learning experience for learners by indulging in a lot of academic activities on a day-to-day basis. To be successful as an Intern - Academics, you will need to be able to work on tight deadlines, be competent in using Microsoft Office applications such as Word and Excel, and have exceptional verbal, written, and presentation skills.

Roles and Responsibilities

- Manage day to day operations for a smooth academic delivery consisting of project feedback, doubt resolution, live sessions, mentoring and vendor management
- Deliver projects and products within budget, timeline, and resource constraints
- Create and sustain a network of professional freelancers and industry experts for grading, conducting live sessions, mentorship etc
- Maintain and monitor quality, project plans, project schedules, budgets and expenditures
- Coordinating with cross discipline team members to make sure that all stakeholders are on track with project requirements, deadlines, and schedules
- Preparing status/weekly reports by gathering, analysing and summarizing relevant information
- Work with Technology team to automate dashboards, analyse and interpret data. Apply knowledge and experience along with the analytical approach to diagnose and resolve issues in unique and complex customer environments

Skills required

- Ability to deliver projects and products within budget, timeline, quality and resource constraints
- Knowledge of MS Office Suite, MS Excel is a must
- Exceptional verbal, written and presentation skills
- Ability to work on multiple tasks independently
- Strong customer-focus and problem-solving attitude

Specifics of Internship

- Duration of internship will be 6 months. Performance evaluation will be carried out every 2 months, internship may be terminated at any point (with a notice of one week) if performance is not found satisfactory.
- Close to completion of internship, in the 5th month – students will be evaluated on their performance and can be offered full time employment. This is subject to their performance and business requirement. For your full-time employment, you will be deployed to any city of upGrad's choice.
- Stipend during internship will be 25,000 per month.