

Job Title: Telesales Recruitment Manager

Department: Higher Education

Reports to: Vice President of Higher Education

Location: San Francisco, CA

Position Summary:

This person holds a key sales position overseeing the day-to-day operations of the inbound team and enrollment counselors. Director is responsible for hiring, training, supervising and evaluating performance of approximately 20 enrollment counselors. Director must keep team motivation high as they convert inquiries to become applicants by answering questions, communicating the benefits of the programs, and increasing the size of enrollment cohorts by offering incentives.

Responsibilities:

Supervise day-to-day functions of approximately 15-20 enrollment counselors who

- Recruit educators to Teachscape online graduate degree program using telephone and electronic medium
- Manage, motivate, and hold team accountable for hitting enrollment targets
- Actively monitor leads and manage follow-up with student prospects until closed; Check tele-recruiter pipelines to insure all inquiries (phone and email) are addressed in a timely and comprehensive manner.
- Distribute and assign leads in database to respective, enrollment counselors. Maintain and update database for assigned leads; Report backlogs and delays expeditiously to director
- Supervise incomplete application to enrollment conversion process; report on progress in weekly meetings and as necessary to supervisors and university partners
- Respond to enrollment counselors' requests and concerns to insure timely feedback to customer requests.
- Communicate and inform the Director of Recruitment for Higher Ed of all telesales progress toward meeting the stated goals, of any needs or success and of any atypical situations.
- Develop internal information resource system so that enrollment counselors can easily access information to meet clients and prospect questions and requests.
- Monitor tasks for accuracy and optimum customer service. Develop, communicate and insure customer service "standards" for enrollment counselors.
- Monitor Salesforce.com template needs. Collaborate with marketing to develop new templates.
- Assist with coordination and interface of K-12 market telecommunication initiatives
- Assist with K-12 leads hand-offs as it relates to Salesforce.com processes and procedures
- Develop and implement comprehensive training program for enrollment counselors including in-depth product training.
- Represent Teachscape and its college and university partners to the public
- Expeditiously communicate feedback from marketplace to supervisor
- Participate in weekly sales team meeting and operations meeting
- Report on patterns, events and legislation news in education and/or local communities.

Qualifications:

- Bachelors degree and/or extensive sales experience; proficiency in basic computer functions and electronic communication (keyboard, email, attachments to email, web surf);
- Excellent verbal communication skills; self-starter
- Desire to work with educators. Education sector background a plus.