



Position Description

Position Details

Business Entity	Kaplan Professional	Department	Sales
Job Title	Corporate Sales Adviser	Location	Sydney
Reports To	B-to-C Sales Manager	Direct Reports	0

Overall Purpose

The Corporate Sales Adviser (B to B to C) is responsible for converting outbound calls to Exclusive Corporate clients for the purposes of enrolling those wishing to study with Kaplan Professional.

Key Responsibilities

- Convert outbound calls into new enrolments from a list of signed Exclusive Corporate clients
- Attend implementation meetings with prospective and signed Corporate clients
- Adopt and personalise a lead workflow, sales and advanced standing process
- Be efficient at using the phone as the first point of contact and using email to engage students
- Build and promote, long-lasting student relationships
- Ensure all information communicated to students is accurate and appropriate
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

Qualifications, Experience, and Skills

Essential

- 2-3 years' high volume inbound call centre experience
- Superior customer service skills with strong written, oral communication and interpersonal skills
- Excellent attention to detail with accurate data entry skills
- Strong time management skills and ability to multi-task in a fast paced environment
- Ability to work both independently and as part of a team
- Thrive in an ever-changing environment

Desirable

- Working knowledge of Salesforce and Learning Management System
- Knowledge and experience with a Customer Relationship Management (CRM) database
- Previous call centre experience

Pathway

- Exposure to the B-to-B sales team and corporate solutions

Employee Signature _____

Date _____

Manager Signature _____

Date _____