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<b>Post title:</b>	Admission Counselor
<b>Location:</b>	Regional Office Rawalpindi
<b>Contract Period:</b>	Open ended based on performance
<b>Salary Range:</b>	Around Rs. 22,000/- per month but could be more for an exceptional candidate
<b>Fringe benefits:</b>	Gratuity, health insurance of staff and direct dependents, medical allowance (10% of annual basic salary per year), life insurance and trainings & exposure

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**Job Purpose:** The Admission Counselor will provide communication assistance to the potential trainees, walking customer, stakeholders and entire staff. He/She must understand the sensitivity of the position and be able to use and manage the effective communication methods to grip the clientele. He/ She will also undertake certain assignments related to office administration support.

**Main Duties and Responsibilities:**

1. Attend and greet the guests, trainees, staff at the reception desk and facilitate their needs
2. Responding to admissions inquiries via phone, email and monitor the flow of outgoing calls and keep the management informed on regular basis
3. Establishes and maintains an informational, active communication system with walking clients, trainees and staff
4. Participates as an active member of the admission & marketing team, participates in the development and implementation of enrollment strategies; compiles data for reports; maintains calendar; processes applications(trainees and staff); schedules appointments and maintains important records
5. Develop and maintain a database of potential trainees, walking customers and all staff members' names, addresses, telephone and mobile numbers and keep the list updated for necessary follow-up.
6. Brief and counsels prospective applicants about the admission process of desired training, offered under the HDRC and its allied campuses located in Lahore and Peshawar etc.
7. Give campus tours, arrange meeting with relevant department to materialize the admission/intake
8. Exercise professional inputs and initiatives to make recommendations for continual process improvement
9. Exhibit excellence in customer service by providing the ability to resolve serious complaints, maintain key relationships, make adjustments, develop and foster the healthy environment
10. Ensure that the notice boards are updated to reflect the current training and necessary information.

**Required Competencies**

- Minimum requirement is Graduation from a recognized institution
- At least 2 years of relevant experience
- Have strong work ethic, exercises sound judgment, and is skilled at public speaking
- Experience of working with INGOs/donor agencies/UN would be preferred
- Ability to operate personal computer with various software programs
- Strong verbal and written English communication skills
- Customer service orientation
- Sound judgment, flexibility, adaptability and cultural & gender sensitivity

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Interested candidates may send their CVs at [hr@hashoofoundation.org](mailto:hr@hashoofoundation.org) or send to HR Department at House No 7A, Street No 65, F-8/3, Islamabad latest by **Monday January 02, 2011**. For more details please visit our website [www.hashoofoundation.org](http://www.hashoofoundation.org)

Please write the post applied for in the subject of your e-mail/covering letter

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