

World Wide Transcripts

(A brand of Gravity Integrates Pvt Ltd, Avanti Vihar, Raipur)

www.worldwidetranscripts.com

Job Description

Designation:	Business Development Consultant	Job Location:	Raipur
Department:	Transcript Services	Grade/ Level:	Level 2
Reporting To:	BD Team Lead	Direct Reportees:	0

About Transcripts Services:

Transcripts are required for Immigration process. Transcripts are records of mark sheets of all the examinations undertaken (a cumulative record file) maintained by the educational institute, University and colleges. Transcripts are most often issued and used at the high school and university levels. We cater procurement services of transcripts or academic documents for our clients those who are unable to directly reach their university, college, and institute for varied reasons. This is a B2C service segment.

Purpose Of The Position:

Effective handling of business enquiries is crucial for business development and ongoing of revenue generation. BD executive acts as a 1st level interface for all prospective clients and he/she provides solutions to their enquiry and convinces them for purchasing our services. This role shall focus on maximum closures through conversion of prospective clients into buyers.

Responsibilities:	<ul style="list-style-type: none">• Responsible for handling Transcript related business enquiries as a 1st level Interface for prospective clients on calls, chat box, emails and as walk-in clients.• Responsible for understanding the requirement of the enquirers, and to provide them insights pertaining to the services. (terms & conditions)• Responsible for negotiations, quoting competitive rates, discounts (if required) to the buyers.• Responsible for effective verbal and email communication with clients and in-house team.• Responsible for sharing rate quotations either through emails or company's software and simultaneously follow up with clients for fast closure.• Responsible for achieving monthly targets and KRA.• To look after that the client is satisfied and gets what is promised to him throughout the service period.• To co-ordinate with TL, operations team for smooth working and updates related to clients.• Responsible for passing details to the in-house team regarding successful incoming cases so that it is updated on internal software.• Responsible for maintaining MIS related to client enquiry, University procedures and rates on daily basis.• To liaise with the consultancies for leads, and to maintain proper written communication and MIS related to leads passed by them.
Additional Responsibilities	<ul style="list-style-type: none">• To strictly adhere to the protocol, and guidelines of the services offered.• To market research on the competitors and new players in the industry.• To focus on quoting cost effective rates that aims at optimum profit margins.

	<ul style="list-style-type: none"> • To strongly co-ordinate with operations team for any related information. • To solve escalations or errors if raised at BD level. • To maintain a strong presence of the company on social media by attracting more positive feedbacks and reviews. 		
Desired Behavioral Skills:	<ul style="list-style-type: none"> • Disciplined, patient and systematic working style • Good listening, speaking, observing and writing skills • Quick learner. 		
Desired other Skills:	<ul style="list-style-type: none"> • Excellent MS Office Suite (Word, Excel, PowerPoint) • Excellent Emails drafting. • Ability to multitask. • Informative Web Browsing • Social Networking: Facebook, Linked In, Twitter • Command in English & Hindi 		
Desired Personality Traits	<ul style="list-style-type: none"> • Proactive and smart • Strong convincing power ,client handling skills with good presence sense • Strong personality to work under pressure • Rigorous Follow up attitude • Result oriented, never give up attitude 		
Education:	Any Graduate or MBA/Management Course		
Relevant Exp:	1 yr to 2 yrs in Education/Admission Counselling, sales & marketing, BD, Client Co-ordination/Client Servicing in any Service Industry		
CTC per annum:	15K-17K gross pm + Incentives	Incentives:	Applicable
Will travel?	-	Owns Vehicle:	-
Targets to be achieved.	Will be discussed from time to time	Age Preferred	21 to 32 Yrs
Preferred Domain:	Service Industry	Timing (6 days working)	9:30 am to 6:00 pm
Gender:	Male or Female	Marital Status:	Married/Unmarried
Other Preferences	Knowledge of other Indian languages would be an added advantage.		
Prepared By:	Manager-Talent Acquisition /HR	Date	24/06/2021
Approved By:	Director	Date	24/06/2021