

Position: Program Advisor

Location:

- 1 to be based in Dubai
- 1 to be based in Abu Dhabi

About the Company

Genesis Institute, based in Dubai Knowledge Village, is a dynamic, fast growing and innovative organization. We provide effective financial education and training to a broad range of clients and individuals. Our passion for teaching has, in a short space of time, built an enviable reputation for lively, interactive and high quality courses.

Working for Genesis

If you are looking for a fast paced organisation where innovative ideas are actively encouraged and implemented, then Genesis is the place for you.

For the Genesis Team, achieving educational excellence is our passion, so coming to work is not a chore... we work hard because we enjoy it. We also recognise a healthy work/life balance as a top priority, so we're flexible to your needs and commitments outside of work.

Responsibilities

- Respond to incoming calls or emails from potential clients promptly
- Handle enquiries from walk-in clients
- Make cold calls to potential clients
- Counsel potential and existing students. Be more of an advisor and less of a salesperson in this activity
- Build and maintain excellent relations with clients. The idea is that the Sales Executive will be the single point of contact for the client in future
- Cross-sell Genesis products to prospective clients / students
- Pass on sales related leads to the appropriate person within Genesis for follow up
- Direct requests and unresolved issues re: clients to the designated resource within Genesis and ensure it is resolved
- Assist with the organization of workshops, events and conferences
- Attend events and conferences to promote the Genesis brand and courses
- Do market research on new courses, new trends, new tools and techniques etc. and present findings of research to Management
- Listen to what the clients and markets are saying and on that basis (or otherwise) make recommendations to Management on new courses and existing course features
- Sales related data entry and record management

Qualifications

Must be a graduate

Experience

Essential

- 2 years' experience of selling services on a B2C basis
- 2 years' work experience

Desirable

- Ability to speak fluent Arabic
- Experience in the training/education sector
- Experience of working in the financial services sector
- GCC or UAE experience

Key competencies

- Intermediate level of proficiency in MS Outlook, Word, Excel and PowerPoint
- Ability to competently use the CRM or other sales related IT systems
- Ability to rapidly learn something new (e.g. the CFA/FRM qualification & our other courses)
- Good spoken and written English skills
- Good listening skills
- A strong bias towards excellent customer service which means not just meeting but exceeding client expectations
- Readiness to roll up his/her sleeves and do the low tech/routine work
- Ability to take ownership of a task from start to finish
- Friendly and positive attitude
- A high level of personal integrity
- Ability to work with minimum supervision and control

Others

- Willingness to travel within GCC (Saudi, Bahrain etc.) and even outside

Please forward your CV to careers@genesisreview.com