

Employability.Life	
Job title: Manager- Customer Engagement	
Department: Community Building/Customer Engagement	
Reports to: Director- Partner Engagements	
<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt
<p>About the Company:</p> <p>Employability.life was designed for the purpose of providing a global employability service under career development training, micro-credential projects, and mentoring support. The objective of the organisation is to focus on education-to-employment transitions, and support in building talent for Industry 4.0 careers. This is inspired by Prime Minister’s approach to build a digital skilling ecosystem and provide resources that are in sync with the industry demand. Employability.Life is the Indian subsidiary of DCw. Digital Commonwealth (DCw) is a university on the frontlines of the intersections between business and technology. DCw works to ensure that digital possibilities for our students are better understood and more accessible to everyone. The focus is to offer educational courses and to train digital economy professionals. DCw is a part of ATMC Education Group which is a multinational higher education conglomerate (established 20 years back) centered around international study, with a focus on employability — especially within the IT and digital sectors. Our mission is to unlock global education & work opportunities and make sure that our students are ready for an ever-changing workforce.</p> <p>Job Description</p> <p>Working with the customers to build positive relationships with them by keeping them engaged, involved, and interested. The goal is to keep the customers satisfied with our services so that our relationship remains strong, enduring, and profitable.</p>	

Essential Duties and Responsibilities:

- Demonstrate excellent liasioning capabilities and foster exceptionally strong and lasting interpersonal relationships
- Collaborate across campus to provide seamless and coordinated engagement
- Organize and manage webinars for customers independently, invite them to the webinar and ensure their registration, and best attendee experience throughout the process
- Gain insight into campaign and webinar effectiveness and assess the success and impact of outreach and engagement campaign
- Produce, maintain achieve a timeline for each event
- Leverage the power and reach of social media by keeping customers engaged to our social media platforms and expand the customer base
- Plan, organize and execute events
- Work with high profile education providers and agencies
- Open to travel extensively

Work Experience and Education Requirements:

- 3 to 5 years total work experience
- The ideal person is one who has extensive knowledge working in the Placement Cell, in Student Engagement, Admission and Outreach
- A graduate with a MBA, B.Tech, Mass communication degree or equivalent
- A track record of building relationships and working collaboratively with students and other stakeholders
- Exceptional communication (written, verbal) skills. Proficiency in English and Hindi
- Strong inter-personal skills
- Effective team player with proven ability to manage webinars
- Familiar with online meeting platforms such as zoom