

Admissions Lead – IMI New Delhi

Role Summary:

The role holder will lead the Admission Office of the New Delhi Campus of International Management Institute to plan and execute all aspects of a highly efficient admissions process. The incumbent position is based at New Delhi will develop initiatives to engage with, and deliver a world-class admissions experience to aspirants, parents, and other stakeholders.

The position reports to Head – Admissions, International Management Institute.

Job Responsibilities:

- **Admissions Process:** end-to-end operational responsibility of the admissions process for the full-time programmes of IMI New Delhi, including application process and timelines, applicant profile review and verification, candidate shortlisting, conducting interviews, and releasing admission decisions.
- **Outreach Initiatives:** Execute relevant online and offline outreach initiatives to engage with aspirants of the desired profile
- **Application Portal and CRM:** Work with the technology service provider to ensure that the application portal is technically and operationally robust to manage the application process for all programmes; ensure that all communication channels are integrated with the CRM
- **Team Management:** Lead, train, and manage the performance of members of the Admissions Office; Work with the student-run Admissions Committee to manage outreach and engagement initiatives
- **Query Management:** Design and manage a responsive and high-quality query management and grievance redressal programme using various communications channels such as email, telephony, and social media
- **Database Management:** maintain auditable records of all admissions related data related to the application process, enrolment, fee collection, etc.
- **Digital Communication:** coordinate with the Digital Communications Office to ensure time-bound release of informative content relevant to aspirants and candidates
- **Stakeholder management:** coordinate with the Programme Office, Finance Office, Registrar, etc. for all operational matters related to the admissions process.

Key Skills:

- A deep understanding of the admissions processes of higher education institutions, particularly in the area of management education
- Excellent interpersonal, organisation and spoken & written communication skills
- Professional demeanour and friendly/ congenial personality
- High proficiency in MS Office

Qualification

Post Graduate in management, communications, public relations, or related field with 12-15 years of professional experience, including at least 5 years in Higher Education Institutions.

Send your updated resume at headadmissions@imi.edu