

Enrollment Advisor Job Description (Remote)



Overview

Pragmatic Institute is the leading provider in the world of product management, product marketing & data science training, partnering with some of the largest and best-known names in the tech industry. Our clients are fanatical about who we are and the impact we have had on their products, their companies, and their careers.

Job Description

The Enrollment Advisor is responsible for building up Pragmatic's customer base and relationships with a focus on maximizing lifetime value of the current client base and building a strong pipeline of new business through outbound activities.

Duties and Responsibilities

- Maximize interaction with existing clients by building strong, long-lasting customer relationships with multiple touch points
- Cross-sell and upsell additional courses and services to clients
- Meet and exceed established monthly, quarterly, and annual quotas on a consistent and ongoing basis
- Strategically and proactively work leads to help them understand which options or solutions are applicable to their situation, demonstrating a proficiency in our course offerings and in understanding client pain points
- Forecast expected individual sales productivity accurately
- Document account and contact knowledge as well as activities in a thorough and timely manner
- Develop and maintain strong relationships with all key internal partners

What will it take to succeed at this role?

- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Strong work ethic and great attitude with high levels of energy, proactivity, professionalism, and competitiveness
- Experience with & knowledge of CRM systems required
- Customer-centric view in discussing customer internally and externally
- Professional writing and communication skills to internal and external customers
- Strong knowledge of Microsoft Suite including Excel, Outlook as well as Salesforce.com
- Ability to adapt to fast-paced changing business needs while being able to work independently

Supervisory Responsibility

This position has no supervisory responsibilities

Work Environment

This job operates in a professional office environment. The role routinely uses standard office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, squat, bend and walk; use hands to finger, handle or feel; and reach with hands and arms.

POSITION TYPE/EXPECTED HOURS OF WORK

Some flexibility in hours is allowed, however the employee must be available for a minimum of eight hours during "core" business hours between 7:00 am – 6:00 pm Monday – Friday as determined by the position and discretion of the supervisor.

TRAVEL

No travel required.