

## Tutoring Consultant

You are someone who has a **passion** for being of **service** to others, and you see yourself working in a small but hard-working team in a relatively informal environment. You enjoy **process-driven** work, and consider yourself to be extremely **efficient, organized** and **detail-oriented**. You are a good **active listener**, which helps you **excel** in sales and customer service. You are comfortable using **technology** having worked on various **web applications** in the past. You adapt easily to change, **learn** new things quickly and consider yourself a friendly person with a **strong internal drive** to get things done.

More than 10 years ago, we launched one of the **first tutoring companies** in South Africa. We are now not just a tutoring company anymore but a **learning company** with a vision to be the “**go-to**” for all things learning support (think of everything outside of classroom education!). Our purpose to **create brighter opportunities** through learning, as well as a strong **service culture** and **high standards**, drives our day-to-day work.

## A Day in the Life of a Tutoring Consultant

1. **Taking calls** from potential new customers, gathering information and **advising and guiding** them through the process based on their specific needs, while making us stand-out from the crowd.
2. **Liaising** with tutors around respective tutoring positions and make selection decisions according to our selection criteria & the customer’s preferences. The goal is to select and put forward the best possible tutor within the same day!
3. **Organizing** the behind-the-scenes work to secure the lesson package booking and payment, and ensure lessons start when planned (be great at using processes – we have a number of systems to keep everything organized).
4. **Securing** repeat lesson package bookings and client retention with existing customers by checking in with them during and after lesson packages, responding quickly to emails or calls from existing customers, **dealing swiftly** with concerns, and offering additional support services they could benefit from.
5. **Assisting** tutors with queries around their packages, clients and learners.

## You are:

- Organized and detail-oriented
- Friendly and engaging over the phone, and enjoy listening to customers' needs in order to assist them via email and phone.
- A hard-worker with a strong sense of urgency and ability to prioritize
- Able to cooperatively and respectfully work with different kinds of people.
- Intelligent, adaptable and a quick learner.
- Determined, able to overcome challenges and cope well with pressure.

## You have:

- A tertiary qualification (degree or diploma) preferred.
- At least two years' experience, particularly excelling in customer services or sales (preferably in a very organized or process-driven environment).
- Tutoring experience or experience in education sector advantageous, but not essential
- Excellent English communication skills – written and verbal.
- The ability to converse in Afrikaans is advantageous.
- An above-average typing speed and can efficiently use various internet technologies.
- A valid driver's license, and your own transport.

## Technologies we use:

- Custom-built web-based database for tutoring management
- Gmail & Outlook (email)
- Google apps: Docs, Sheets, Forms, Calendar
- WhatsApp Web

## Practicalities: Start Dates, Remuneration, Contract Type

We require our new Tutoring Consultant to start full-time employment at our Joburg Office, in **Bedfordview**, by **1 January 2019** at the latest, but sooner would be preferable. Candidates will need to be available for a trial opportunity in November if shortlisted, as well as some training during the month of December, if successful. The position is a 6-month contract position initially with the possibility of extending to a permanent contract after 6-months.

Remuneration will be disclosed to shortlisted candidates.

## How to Apply

Send us an email with an abridged CV (2 pages max). In your email, please include:

- Details around your previous experience in a customer service or sales roles
- Explanation of why your qualities and experience would be a good fit for the role outlined
- Your availability through November and December for the trial opportunity and training.

**Contact person:** Belinda

**Email:** [careers.jhb@brightsparkz.co.za](mailto:careers.jhb@brightsparkz.co.za)

1st Round applications close **Wednesday 31 October 2018**, but late applications may be considered.

Please be advised that due to the high volume of applications expected, we can only respond to candidates who match the role specifications.

## Want to know more about BrightSparkz and our team?

Check out our website and social media pages:

[www.brightsparkz.co.za](http://www.brightsparkz.co.za)

Find us on Facebook, Instagram & LinkedIn: #BrightSparkzTutors

