

Job Opportunity: Learning Consultant

Start date: 1 August 2026

Contract Type: Initial 6-month contract

Hours: 8:30am-5pm

Remuneration: Disclosed upon application

Location: Your home-office

BrightSparkz Tutors is looking for a new Learning Consultant to join our team and all requirements are outlined in this spec. If you feel that you are the person we are looking for, follow the application instructions on page 3. Keep in mind that a productive remote-working set-up at home is essential (see page 2).

The results you are expected to deliver in this position:



Creating a **personal and fulfilling customer experience** for both new and existing customers



Contribute to a **positive tutor experience** during all stages of tutoring



To contribute to the **growth of the company** by making effective long-term tutor matches.

How is this achieved?

Clear KPI's provide clarity on the deliverables for each result area. Consultants who apply feedback provided by team members, reach these goals the fastest.

High levels of personal ownership and being a team player are essential.

Minimum requirements:

1. A tertiary qualification (degree or diploma) completed.
2. At least two years' experience excelling in customer services / sales, working effectively in a team setting.
3. Excellent English communication skills essential – written, verbal & listening.
4. Tutoring or education experience is advantageous, but not essential.

5. Proficient with web-based work applications including Google Apps, Google Sheets and Gmail.
6. Remote work-from-home setup that includes:
 - ✓ Private work space with door (not sharing with family members)
 - ✓ Natural light, good airflow, comfortable desk and work-chair.
 - ✓ Minimum internet speed of **20mb up AND down**, fibre preferable
 - ✓ Own laptop: Corei5 minimum, 8Gb RAM
 - ✓ Mouse (separate keyboard helpful)
 - ✓ 2nd screen /monitor
 - ✓ Back-up power supply (e.g. mini-UPS)

What exactly will you be doing in this role, day-to-day?

1. **Taking calls** from new customers, listening with understanding to their specific needs and **advising** them on an appropriate learning solution.
2. **Communicating** with tutors regarding tutoring positions and making an effective tutor match. Your goal is to put forward the best possible tutor within the same day.
3. **Organising** all the lesson logistics, communicating the relevant information, ensuring payment is received & lessons start when planned.
4. Assist **existing clients** with renewals, queries & feedback, building relationships & helping us retain clients and learners.
5. **Problem-solving** difficult situations and proposing solutions to unique learning needs.
6. **Assisting tutors** with queries regarding their packages, clients and learners.
7. **Working effectively with your Team and Manager** to help the team reach its goals.

You will probably love this job if:

- You love giving good service & you're not put off by difficult customers
- You want to grow and you apply feedback well
- You can take ownership independently while working well in a supportive team
- You see yourself as organised with high standards
- Your perfect job is one that combines education, admin & service

Practicalities:

We require our new Learning Consultant to start full-time employment remotely, by **1 August 2026**. Candidates will need to be available for a 2-week paid work trial as part of the interview process. The position is a **contract** position to start.

Remuneration will be disclosed to shortlisted candidates.

Please Note: At the end of the interview process, we will need your help to set up 2-3 reference calls with your previous employers.

How to Apply

Complete this [online application form](#), attaching your CV along with a 30-second video and telling us why you are interested in this job position.

Contact person: Dominique

Email: careers@brightsparkz.co.za

1st Round applications close **30 June 2026** 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

[Website](#) | [FB](#) | [Insta](#) | [LinkedIn](#) | Google [Reviews](#)

