

## The Recruiting Process

**APPLICATION:** Please, fill in the [Application form](#) with all your details and attach your CV (max 3 pages) and cover letter (max 1 page). Your CV and cover letter must be written in English. Please, include references in your CV. Please, read carefully [about us](#), [our values](#) and [our team](#): your cover letter must explain why you fit to this position at Mobility and cooperation SRL.

**SCREENING:** Once submitted, we will analyse the information and will send you a screening questionnaire as soon as possible. It should take you only a few minutes to complete. If approved, we will schedule a screening interview (30 minutes) to evaluate whether we should move you forward to the next stage in the recruitment process. The screening interviews are held remotely.

**TESTS:** If you successfully pass through our screening process, we'll invite you to take on a few tests aimed at assessing how you think and solve possibly unfamiliar problems. These tests don't require any prior knowledge, and they should take you 1h to complete.

**INTERVIEWS:** If you're successful there, we'll invite you to some face-to-face interviews—normally two or three—to get to know each other and figure out if it's a good fit for both parties. There, we'll give you an assignment to complete (usually a short presentation) and we'll ask you some behavioural and problem-solving questions. The interviews are held on-site in Padova.

### Deadlines:

Applications are open until **4<sup>th</sup> March 2022**. The sooner, the better: [apply now!](#)

## Admission officer job description

**Job title:** Admission officer (Segretaria/o commerciale – settore Education)

**Location:** Via Martiri della Libertà 9, Padova.

**Contract type:** Part-time (20 hours / Mix of mornings and afternoons) or Full-time. Monday to Friday. Fixed-term (1 year) with a view to become permanent and possibility to become Full-time.

**Start date:** March 2022

**Job overview:** The Admission officer is responsible to schedule Erasmus+ courses and programmes with complex requirements, to finalise all bookings and contracts and to manage communication with individuals and schools accordingly on the phone and via email. Each participant come from abroad and might require different course dates and course dates can be confirmed only if the minimum number of participants is reached, so your job is to convey as many participants as you can to available dates! The Admission officer might work as group tutor once a month on average. This is a great job for commercially oriented, dedicated and ambitious individuals committed to delivering targets in a fast-paced environment: if you can combine international customer service skills with excellent organisational and interpersonal skills, then this is the right position is for you! Come and join us!

**Reports to:** Managing Director

### Key responsibilities:

- Course scheduling
  - Managing school preferences to choose specific dates for their reservation flows to convey people to confirmed dates or to juggle with their alternatives to confirm as many courses as you can
  - Constantly chase up clients to check status and communicate options via email or other remote communication tools
  - Planning dates and organising availability and scheduling limits to meet requirements and advance reservation time
  - Organising course pre-registrations

- Proposing to confirm courses once they reach the minimum number of participants
- Liaising with the rest of the team to manage overlapping, resources (accommodation, training room capacity, etc) and special requests
- Contracts and communication
  - Processing pre-registrations, enrolments and contracts with schools and individuals
  - Using CRM to generate documents, update progress and facilitate communication
  - Preparing standards and customised quotations
  - Invoicing according to requirements and funding rules
  - Communicate to clients and team members the information about bookings, contracts, etc at the right time
  - Chasing up receivable payments and reminding payment terms.
  - Working together with the team to integrate the customer experience of your bookings, contracts, etc as part of the whole Erasmus+ experience
  - Managing the administrative records of the feedback management system
- Group tutoring and on-site customer service
  - Welcoming course participants and teacher trainers
  - Facilitating an efficient and effective interaction between teacher trainers and learners; mediates as necessary
  - Detecting learner needs in the classroom and reporting to the responsible person
  - Managing administrative records for training delivery and assessment
  - Organizing the physical space of the learning environment in conjunction with the training venue provider

## Travel

No travel required although possible. Group tutoring will take place in local external training venues.

## Weekends

During a significant number of weekends throughout the year, you might be on call and available to respond to an incident (should one arise) or you might be required to work. Our courses usually are delivered Monday to Friday plus full-day trips/other learning activities on Saturdays. Participants usually arrive and leave on Sundays.

## Career progression

As you contribute and lead the business growth, your role can move up to one of the following roles:

- *Programme coordinator* with more responsibility to organise our Erasmus+ teacher training courses and to communicate all the details to the relevant contacts.
- *Sales manager* with more responsibility to recruit, train and develop a team of Admission officers, to provide Erasmus+ funding advice and support and to achieve sales targets
- *Work experience manager* with more responsibility to manage the new work placement department and to organise internships for international students in various locations.

## Compensation & Benefits

- Base salary: CCNL Scuole Laiche Livello 4
- Weekends: an on-call compensation plan (monetary incentives, added time off, etc.) for scheduled overtime and time spent on the issues
- An attractive bonus and incentive scheme: we work by objectives and reward results – in writing from day 1, active from month 6.
- Language lessons and professional development courses based on your needs – in writing from day 1, active from month 6.
- Relocation package: To ease your move to Padova, we will contribute to your relocation costs and provide temporary housing.

If your position is confirmed as permanent at the end of year 1, you will join the company welfare plan in addition to your base salary, bonus and incentive scheme and your professional growth.

#### **What we offer**

- Welcome kit and onboarding programme
- International environment. Our language is English. Your work will have full European exposure and you will meet participants from many European countries! This job is a lifestyle!
- Opportunity for career progression: You will be part of a small but fast-growing start up team and get the opportunity to be involved in a wide range of work and eventually build and coordinate the future company plans.
- Agile work environment: We use smart tools for goal-setting, time-blocking and performance management. We work in the cloud and follow our process blueprints and kanban boards to manage the workload. Ready to conquer the workday!
- Team building activities: We believe effective team building builds trust, encourages communication, and increases collaboration. Enjoy fun activities and connect with the team!
- Opportunities to learn. We pay for your language lessons, but that's not where it ends. If you make a good case for some extra learning, we're delighted to pick up the tab.

#### **What we are looking for**

- Previous experience in commercially driven environments, either as Customer service or other sales roles.
- A friendly, approachable and self-starter individual who takes initiative and proactively works hands-on to solve problems and multi-task to meet targets, deadlines and goals in a fast-changing environment
- Entrepreneurial and persistent positive problem-solving attitude
- A burning desire to join a new start up and take responsibility to lead its growth
- Fluent in English and Italian
- Ability to resolve and mediate complex requirements and find solutions to schedule the right dates and course contents for everybody
- Excellent organisational, problem-solving and time-management skills.
- Strong and proven ability to schedule resources - resource management, planning and prioritising skills
- Accuracy and attention to details
- Outstanding communication, interpersonal and leadership skills
- Remote communication and remote working skills
- Basic computer skills (emails, presentation, word).

One or more of the following specifications are desirable:

- Sales experience for small private businesses
- Knowledge of Erasmus+ or EU structural funds
- Fluent in other languages
- Advanced or highly-specialised digital skills (e.g. coding, advanced Excel, email marketing systems, CRM, Wordpress) are a plus.

#### **How we will measure your impact**

- Number of scheduled course participants
- Amount of business you generate

#### **Our participants**

Our course participants are teachers from various primary and secondary schools in Europe: they move physically to Padova (Italy) or other locations in Europe for one week in order to attend their Erasmus+ funded teacher training courses.

Our courses are conducted in English. They will take place face-to-face and on-site in real classrooms (not online) in Padova (Italy) or other locations in Europe starting from 2022. Programmes usually start on Monday and end on Saturday and are made up by modules delivered separately by 2-3 trainers per course.

Participants are mainly teachers and can be trainers, headmasters, school and education managers, administrators, educational counsellors, career counsellors, other school staff, other non-governmental organization staff, public servants and policy makers. They work at **pre-primary, primary, secondary school or VET and adult education institutions** from all over Europe.

Participant language levels may vary **from beginner to proficiency**. Classes might be **multi-level language classes** and we always do our best to organise classes comprised of participants who can communicate in English at the same level.

All participants are in a working relation with the Erasmus+ funded sending school organisation: Teachersrise provides guidance before and/or after the sending school organization applies for the Erasmus+ grant and involves school leaders and all stakeholders in the decision-making process to give them advice about how to manage the grant in order to organise the learning mobility of their teachers and school staff.

Every year more than 50,000 teachers and school staff took part in training mobility activities abroad. More than 10% of all participants moved from their country to Italy as a receiving country. From 2022, the number of learning mobilities will increase: the EU Commission predicts the number of participants will triple in the period 2021-2027.