

VACANCY: Appointment setter - Padova

Who we are

Teachersrise organises teacher training courses and projects for teachers and schools from all over Europe. The Erasmus+ programme fully funds the costs of participation in our courses and projects for schools of all types and levels. We help those schools to get this funding through our dedicated Erasmus+ support service.

Course participants typically move for one week from their country to one of our locations to attend our courses and learn new teaching methodologies and skills. Along with the training, we also offer socio-cultural activities, accommodation and other services. Whether schools got Erasmus+ funding through our support service or independently, we actively compete with other Erasmus+ course providers to attract participants to our teacher training courses and other services, aligning with our organisation's sales targets. Our commitment extends beyond course booking: we prioritise resolving the practical aspects of the booking process of each participant, and strive to meet their needs and preferences for topics, dates, and other logistical factors. Moreover, we actively promote and upsell our additional services, enhancing the overall training experience for participants.

Instead, projects involve organisations from different countries cooperating on activities related to education and training. These activities aim to address specific topics, exchange experiences, and promote innovation and knowledge sharing among the partners. Our support service facilitates the creation of these partnerships by connecting organisations with similar interests and providing professional project application drafting. During implementation of these project activities, we are committed partners, focused on achieving great project results and fostering strong relationships for international cooperation.

Overview

Teachersrise is seeking a dedicated individual for the position of "Appointment setter" at our headquarters in Padova. The core focus of your role will be making phone calls to teachers who have shared their details through our marketing campaigns. You will engage with them to ask targeted questions, gather specific information, and schedule appointments with our team. In this pivotal position, success relies on assertive communication, effective objection handling, and building connections with teachers across Europe. A strong sales attitude is essential, as you will need to handle objections effectively and inspire confidence in our offerings.

Beyond phone calls, the Appointment setter will engage with prospective participants through email, conduct engaging online open days to further qualify leads, create compelling sales collateral, manage data entry, and provide valuable reports to the team. Your excellent intercultural skills will be essential in fostering positive and effective communication with teachers from diverse backgrounds across Europe!

Contract type: Full time employment (38 hours/week). Fixed-term (1 year) with a view to become permanent.

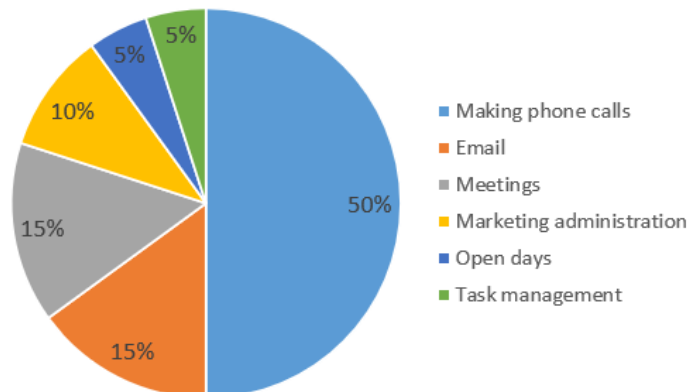
Start date: January 2025

Key responsibilities

- **Phone calls and appointment setting:** Make phone calls to confirm Erasmus+ funding and course preferences, and set appointments with team members.
- **Email handling:** Respond to emails from prospective participants.
- **Open days:** Conduct online open days with the goal of qualifying further leads.
- **Sales collateral production:** Create and compile texts and images to produce materials such as presentations and brochures.
- **Data entry:** Enter information into specific online platforms accurately and efficiently.
- **Reporting:** Report to the team on lead qualification progress and appointment outcomes.
- **Planning and organisation:** Plan and organise daily tasks to ensure efficient lead qualification and appointment setting. Collaborate with team members to align outreach strategies with business objectives.

How you will use your time

Here is a pie chart showing how your working time is anticipated to be allocated across key responsibilities:



What we are looking for

- Proficiency in English and Italian (both at least C1); additional languages are a valuable asset.
- Excellent phone communication skills and a customer service orientation.
- Strong intercultural communication skills to interact with teachers from all over Europe.
- Self-motivation and proactivity with a strong desire to learn.
- Outstanding organisational and time management skills.
- Basic computer skills and ability to thrive in an office environment.
- University degree in education, business administration, or a related field is preferred.
- Padova or nearby home address required

Compensation & benefits

- Basic fixed salary, based on the experience and qualifications of the candidate
- Highly attractive performance-based bonus scheme
- Flexible time: time banking schemes for a great work-life balance... you organise your time!
- Clear rules to recover business travel time and worked on-call hours
- Agile digital environment and smart tools for digital collaboration
- Possibility of smart working after the initial 12 months, subject to performance

Career pathways

The role has the potential to diversify into specialist or leadership positions, based on individual performance and contribution to company goals. The company is committed to employee skill development for success.