



## **POSITION DESCRIPTION – TRAINING REGISTRATIONS COORDINATOR**

### **OVERVIEW**

This is a unique role for a passionate client sales and service professional, co-ordinating delegate registrations on the highly regarded Prosci Change Management Certification Program delivered in Sydney, Melbourne, Perth, Brisbane and Auckland as a public program. 2012 will be the seventh year that the program is delivered in Australia by Being Human. This program is also delivered worldwide by Prosci and its Affiliates.

The purpose of the role is deliver five-star service by co-ordinating the end-to-end sales and service process, starting with handling in-bound enquiries from prospective delegates and through to post-program communication.

The sales process is based on responding to leads generated from our current clients, word of mouth referrals and website searches and there is no cold calling or pressure selling.

The successful candidate must have excellent attention to detail, strong client service skills, and demonstrated ability to operate effectively in a fast-paced environment, juggling multiple priorities.

Applicants must have experience in a client sales and service role in a professional environment, preferably in training, consulting, professional services or HR related role. Knowledge of Change Management is not essential, however applicants must have a demonstrated ability to learn the fundamentals of the field so they can provide the quality client service.

Being Human Pty Ltd is the exclusive Australian Primary Affiliate for Prosci Inc, the world's leading Change Management research and publishing company. It was founded in 1993 and has established a reputation for Change Management thought leadership, five star client service and a culture of high performance and engagement.

The successful applicant will enjoy a competitive salary package, a satisfying, diverse role, and the opportunity to contribute to a successful, fast growing business.

## **PURPOSE**

The primary purpose of the role of Registrations Consultant is to contribute to the success of Being Human by supporting our flagship program Prosci's Change Management Certification Course through five star service to prospects and participants.

## **ROLE OUTCOMES**

Success will be assessed by the extent of contribution in the following areas:

1. Filling of program places on scheduled Change Management Certification programs across Australia and New Zealand.
2. Delegate satisfaction about the service received before and after the program.
3. Quality of lead/customer data maintained on Sales Force.
4. Number and quality of sales opportunities for other programs and services provided to Senior Consultants for follow-up.
5. Number and quality of ideas identified to improve the service experience of delegates.
6. Level of support provided to team members in achieving overall company objectives.

## **KEY ACCOUNTABILITIES**

1. Respond to web and phone enquiries regarding the Change Management Certification Program and other training programs.
2. Register delegates and be the central point of contact for enquiries leading up to the program.
3. Liaise with the Client Service Coordinators to ensure venue logistics are well managed, particularly for delegate requirements.
4. Coordinate post program follow-up activities, including collation of feedback and group coaching session.
5. Identify and pass on sales opportunities to Senior Consultants.
6. Maintain the customer database.
7. Enhance the service experience of delegates by suggesting improvements to the website and internal processes.

## **KEY RELATIONSHIPS**

This role reports to Bali Kaur, Change Consultant and Practice Lead, Client Service. It also works closely with the Client Service Team. As part of a close-knit team, daily interaction also occurs with The Senior Consultant and the Managing Director.

## **KEY CAPABILITIES**

1. Genuine interest in people with the ability to quickly build rapport and identify needs.
2. Strong service and sales orientation with an ability to consistently demonstrate high level relationship management and client service skills.
3. Ability to manage capacity across a number of programs by keeping waiting lists and managing client expectations.
4. Well-organised and systematic working style.
5. Ability to manage workload, and follow-through of activities within agreed deadlines.
6. Excellent verbal and written communication skills.
7. Business orientation and appreciation of the daily operating environment and pressures faced by our clients.
8. Knowledge of the field of Change Management or a demonstrated ability to learn and acquire knowledge in this field.

## **ESSENTIAL BEHAVIOURS**

- Integrity, honesty and trust
- Effective and flexible team player
- Emotional resilience to cope with the pressures of a fast paced working environment
- Calm, constructive problem solving style
- Able to tolerate ambiguity and change in a growing business
- Confidentiality of client information and Being Human information
- Commitment to continued learning



## **HOW TO APPLY**

1 Covering letter (Max 2 pages) which clearly states: How you meet the essential requirements and behaviours for the role; What you can contribute to the role and the business; Detailed resume covering career history, education, professional qualifications.

2. Send to by email to:

Bali Kaur Change Management Consultant and Practice Lead, Client Service.

[bali@beinghuman.com.au](mailto:bali@beinghuman.com.au)

**Closing date for applications: January 31 2012.**

For more information about the role, from January 3 please contact Bali Kaur, Change Management Consultant and Practice Lead, Client Service.

**Applications will be treated in the strictest confidence.**