

Job Description of Assistant Admissions Officer, Admissions Office

Role Summary:

The Assistant Admissions Officer supports the full admissions cycle for DAIS, NMAJS, NMAJS-EYC, and Little Nest. The role provides operational, data, and coordination support across online and offline admissions processes, including platform management, parent communication, documentation, MIS preparation, and test/interactions scheduling. The position also handles SAP transactions related to admissions, coordinates technical requirements such as IVR and URL whitelisting, and ensures systematic record-keeping. The role further supports administrative functions for the Chairperson's Office and contributes to system and process improvements. This role reports to the Chief of Staff, Office of Chairperson & Vice-Chairperson, Admissions Office.

Key Responsibilities:

1. Admissions Operations & Process Management:

- Support end-to-end admissions processes including planning, scheduling, coordination, data checking, MIS preparation, and data analytics.
- Attend to admissions enquiries via phone, email, and in-person meetings with parents and students.
- Contribute to preparing and updating the annual admissions calendar.
- Prepare admissions documents including brochures, application for admission forms, and general information for the online admission process.
- Prepare documents and communications related to admission/aptitude tests and student interactions, and manage their scheduling.
- Coordinate with the accounts team for preparation of fee receipts, and with the Heads for any requirements during the admission process.
- Check the accuracy of data submitted in the application for admission forms and uploaded documents; coordinate with parents for corrections.
- Prepare and send communications to parents/students at various stages of the admissions process.
- Collate and prepare data from admission/aptitude tests, student interactions, parent interactions, and admission decisions.
- Prepare student files for new admissions and support allotment of schoolhouses for new joiners.

2. Online Admissions Platform & Technical Support

- Support development and periodic updating of the online admissions platform (website and app).
- Support implementation of the online payment gateway for registration charges and admission fees.
- Manage the online admissions platform and facilitate resolution of issues faced by parents.
- Coordinate IRM clearance, URL whitelisting, SMS/WhatsApp template registrations, and IVR setup.
- Coordinate preparation, recording, and activation of Interactive Voice Response (IVR) systems for admissions enquiries.

- Support and monitor incoming calls handled by the call centre team.
- Handle SAP Purchase Requisitions (materials and services), Service Entries, and GRNs (Goods Receipt Notes) related to admissions and for the Chairperson's Office.

3. Documentation, Records & MIS Management

- Support the preparation of various documents, presentations, and internal/external communications.
- Ensure proper filing, safe maintenance, and archiving of admissions records and documents in both electronic and print formats.
- Support the preparation and revision of the annual Admissions Manual, including process documents, formats, and communication templates as part of systems and processes.

4. Administrative & Operational Support

- Facilitate and coordinate various administrative documentation and support functions for the Chairperson's Office.
- Support and coordinate school events.
- Contribute to the development and implementation of systems and processes for the Chairperson's Office, Admissions Office, and other related areas.

Requirements

Education

- Bachelor's degree in Administration, Business Management, Information Systems, or a related discipline.

Experience

- 4-5 years of experience in admissions, administration, customer-facing roles, or data/documentation management.
- Experience with online platforms, SAP transactions, or IVR/technical coordination is an advantage.
- Experience in an educational institution or high-volume service environment preferred.

Skills & Knowledge

- Strong communication and interpersonal skills for engaging with parents, students, and internal teams.
- Ability to manage data accurately and prepare MIS reports.
- Proficiency in digital platforms, MS Office, and documentation systems.
- Organisational skills with attention to detail and systematic record-keeping.
- Ability to coordinate multiple administrative and operational tasks simultaneously.
- Familiarity with SAP (PR, Service Entry, GRN) preferred.
- Ability to troubleshoot parent-facing issues on online platforms.