



Vacancy: Career Consultant
Location: CTIA Durban Campus

About CTIA

CTIA is a leading educational institution committed to providing high-quality academic programs, fostering a dynamic learning environment, and empowering students to reach their full potential. Our Online campus offers a range of innovative programs and prides itself on its collaborative approach to education.

Position Overview:

The Career Consultant is responsible for guiding and supporting prospective students and financiers in selecting the most suitable Chefs courses to align with their career aspirations. This role involves a combination of sales expertise and advisory skills, ensuring students are matched with courses that meet their skills, interests, and goals while maintaining affordability. The consultant plays a key role in driving student enrolments and ensuring that prospective students make informed, confident decisions about their education.

Responsibilities

- **Student Enquiries & Follow-ups:**
Respond promptly and professionally to enquiries across multiple platforms.
Conduct timely follow-ups with all leads to maximize conversion rates.
- **Needs Assessment & Course Recommendation:**
Assess prospective students' needs, interests, and career goals to provide personalized course recommendations that align with their objectives and affordability.
- **Enrolment Process:**
Ensure the enrolment process is efficient, seamless, and completed accurately.
Work towards achieving or exceeding individual and team enrolment targets on a monthly and quarterly basis.
- **Promotional Events & Outreach:**
Actively participate in open days, school visits, expos, and other promotional events to engage potential students.
Track and report on the success of these events in generating leads and enrolments.
- **CRM & Data Management:**
Maintain and update CRM systems, SharePoint, and spreadsheets with accurate lead and enrolment information.
Provide timely and accurate sales reports, including lead conversion data.
- **Customer Relations & Communication:**
Provide exceptional customer service, ensuring prospective students feel supported throughout their decision-making process.



Utilize virtual platforms (Zoom, Teams, etc.) for consultations when needed.

Key Knowledge & Skills

- Strong organizational skills and attention to detail.
- Excellent communication skills, both written and verbal.
- A customer-oriented approach with the ability to engage students and resolve issues effectively.
- Proficiency in data management and administrative tools.
- Ability to work independently and as part of a remote team.
- Problem-solving skills and a proactive mindset in handling administrative tasks in a digital environment.
- Comfortable using various online platforms, administrative tools, and student management systems. Proficiency in Microsoft Office Suite, Google Workspace, and database management is a must.

Requirements

- A relevant tertiary qualification, i.e. sales, marketing or business, would be advantageous for this role
- Proven track record of meeting or exceeding sales targets
- 2-3 Years proven experience in an educational or customer service environment is essential.
- Clear criminal and credit check
- Valid South African ID / Passport
- Valid driver's license and own vehicle
- Exceptional administrative skills are required, with a strong emphasis on attention to detail and a high level of accuracy, particularly in handling student-related processes

What We Offer:

- Competitive salary and benefits package.
- Opportunities for professional development and career growth.
- A vibrant and collaborative working environment.
- The chance to make a significant impact on the lives of students and the broader educational community.

How to Apply:

Interested candidates are invited to submit their detailed CV, a cover letter, and the contact details of at least two professional references with your salary expectation to marica@ctia.co.za with the **subject "Career Consultant – Durban Campus"** by 20 October 2025.