



UNIVERSITY OF
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

**EXTENDED
LEARNING**

JOB PROFILE

ADMINISTRATIVE DETAILS

CURRENT POST TITLE: **Course Coordinator**

NUMBER OF VACANCIES: 2

CAMPUS: 1 @ Howard College and 1 @ Pmb Campus

START DATE: 1 November 2015 – 3 year fixed term contract

REPORTING STRUCTURES

LINE MANAGER OF THIS POST: **KEY ACCOUNT MANAGER**

NUMBER OF SUBORDINATES OF THIS POST: **NONE**

INTERACTION – NATURE AND FREQUENCY OF INTERNAL AND EXTERNAL INTERACTION ON AVERAGE HOURS PER WEEK.

OUTSIDE UKZN : **20 HOURS**
WITHIN UKZN : **20 HOURS**

PURPOSE OF THE JOB

To provide administrative support, including delegate, enquires applications and registrations, event management and delegate results administration. Since direct contact with customers is required, the course coordinator must naturally be a people person.

KEY RESPONSIBILITY AREAS (KRA) (MAXIMUM 5 KRA)

% OF JOB

1	STUDENT REGISTRATION	40
2	EVENT MANAGEMENT	40
3	FILING AND RECORD KEEPING	10
4	MISCELLANEOUS	10
TOTAL		100

DUTIES AND RESPONSIBILITIES RELATED TO KRA

1. STUDENT REGISTRATION

- Respond to potential course enquiries via email and verbally
- Registration of individual students and submitting acceptance letters to delegates
- Manage, update and maintain the CRM (Customer Relationship Management) database –including the maintenance of documentation from supporting documents, registers and certificates
- Submission of invoices to clients when necessary
- Setting examination schedules and booking venues for examinations
- Work with Finance when necessary to assist to follow-up collection and allocation of payments received

2. EVENT MANAGEMENT

- Booking of course venues
- Ensure that all certification for courses are presented to relevant students as required
- Ensure that meals, course material, customer satisfaction questionnaires, specialised needs of students, etc. is well coordinated and managed, as defined by the relevant checklists
- Ensure that all post-course information is relayed to the relevant departments
- Ensure timeous notification to all stakeholders of any deviation from planned training
- Ensure timeous venue clearance and the return of specialised equipment to the various departments
- Ensure that evaluation forms are presented to the delegates, filled in and evaluated.
- Ensure that the post-course report is complete and submitted timeously

3. FILING AND RECORD KEEPING

- Ensure all documents are systematically filed
- Record keeping of all courses and programmes –maintain a master file for each programme coordinated
- Ensure that all financial-relevant information is obtained and forwarded timeously – submit signed registers to Finance.
- Submit Marketing Figures to marketing on weekly basis
- Submit delegate names for certificates to the CEO's Office timeously

4. MISCELLANEOUS

- Reception duties (**Pmb Office**)
- Audit preparation
- Any other reasonably expected duty as indicated by the requirements of the company
- Required to work after hours including Saturdays and evenings
- Special projects / Ad Hoc duties that may arise from time to time (which is not described above)

MINIMUM QUALIFICATION AND EXPERIENCE REQUIRED FOR THE POST		
EDUCATIONAL REQUIREMENTS		Matric
EXPERIENCE	IN YEARS	<ul style="list-style-type: none"> • 2 years if in possession of a degree/diploma (min NQF Level 6);
	KNOWLEDGE	<ul style="list-style-type: none"> • Good communication skills • High level of computer literacy, including Office, email and internet • Understanding of Event management • Understanding course-coordination
EXPERIENCE IN THE ABSENCE OF MINIMUM QUALIFICATION		Matric 5 years
IN ADDITION TO THE ABOVE		
PERSONAL ATTRIBUTES REQUIRED FOR THE POST		Accuracy and attention to detail Above average numeracy skills High level of organisational skill Ability to work to strict deadlines Good interpersonal skills Customer-centric nature Ability to use initiative Problem solving abilities Ability to work unsupervised Valid driver's licence Ability to travel to off-site teaching sites and stay-over when necessary
ADVANTAGES		Previous work experience in an educational institution