



## JOB PROFILE

### ADMINISTRATIVE DETAILS

CURRENT POST TITLE: Course Coordinator  
VACANCIES: 1 (one)  
CAMPUS: Howard College Campus, Glenwood  
START DATE: 1 February 2020 (12 month 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

UKZN Extended Learning is committed to enrichment through lifelong learning by providing high quality credit and non-credit bearing short courses and academic programmes in collaboration with the Schools and Colleges of the University of KwaZulu-Natal. We are looking for a passionate and like-minded individual to provide administrative support as a Course Coordinator.

### PURPOSE OF THE JOB

Duties will include (but is not limited to) attending to enquires relating to delegate applications and registrations, event management and delegate results administration. As direct contact with customers is required, the Course Coordinator must be a people person with a customer centric outlook.

### 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

<b>TOTAL</b>	<b>100</b>
<b>DUTIES AND RESPONSIBILITIES RELATED TO KRA</b>	
<p><b>1. STUDENT REGISTRATION</b></p> <ul style="list-style-type: none"> <li>• Respond to potential course enquiries via email and verbally</li> <li>• Registration of individual delegates and submitting acceptance letters to delegates</li> <li>• Manage, update and maintain the CRM (Customer Relationship Management) database –including the maintenance of documentation which includes supporting documents, registers and certificates</li> <li>• Submission of invoices to clients when necessary</li> <li>• Setting examination schedules and booking venues for examinations</li> <li>• Work with Finance when necessary to assist to follow-up collection and allocation of payments received</li> </ul>	
<p><b>2. EVENT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Booking of course venues</li> <li>• Ensure that all certification for courses are presented to relevant students as required</li> <li>• Ensure that meals, course material, customer satisfaction questionnaires, specialised needs of students, etc. is well coordinated and managed, as defined by the relevant checklists</li> <li>• Ensure that all post-course information is relayed to the relevant departments</li> <li>• Ensure timeous notification to all stakeholders of any deviation from planned training</li> <li>• Ensure timeous venue clearance and the return of specialised equipment to the various departments</li> <li>• Ensure that evaluation forms are presented to the delegates, filled in and evaluated.</li> <li>• Ensure that the post-course report is complete and submitted timeously</li> </ul>	
<p><b>3. FILING AND RECORD KEEPING</b></p> <ul style="list-style-type: none"> <li>• Ensure all documents are systematically filed</li> <li>• Record keeping of all courses and programmes –maintain a master file for each programme coordinated</li> <li>• Ensure that all financial-relevant information is obtained and forwarded timeously – submit signed registers to Finance.</li> <li>• Submit Marketing Figures to marketing on weekly basis</li> <li>• Submit delegate names for certificates to the CEO’s office timeously</li> </ul>	
<p><b>4. MISCELLANEOUS</b></p> <ul style="list-style-type: none"> <li>• Audit preparation</li> <li>• Any other reasonably expected duty as indicated by the requirements of the company</li> <li>• Required to work after hours including Saturdays and evenings</li> <li>• Special projects / Ad Hoc duties that may arise from time to time (which is not described above)</li> </ul>	

		<b>MINIMUM QUALIFICATION AND EXPERIENCE REQUIRED FOR THE POST</b>
<b>EDUCATIONAL REQUIREMENTS</b>		Matric and tertiary education preferred.
<b>EXPERIENCE</b>	<b>IN YEARS</b>	<ul style="list-style-type: none"> <li>• 2 years if in possession of a degree/diploma (min NQF Level 6);</li> </ul>
	<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• High level of computer literacy (including Microsoft Office Suite)</li> <li>• Understanding of event management</li> <li>• Understanding training course coordination</li> </ul>
<b>EXPERIENCE IN THE ABSENCE OF A TERTIARY QUALIFICATION</b>		Matric plus 5 years
<b>SPECIAL REQUIREMENTS</b>		<ul style="list-style-type: none"> <li>• Flexibility and willingness to travel, stay-over and to work after hours when required</li> </ul>
<b>IN ADDITION TO THE ABOVE</b>		
<b>PERSONAL ATTRIBUTES REQUIRED FOR THE POST</b>		<ul style="list-style-type: none"> <li>• Accuracy and attention to detail</li> <li>• Above average numeracy skills</li> <li>• High level of organisational skill</li> <li>• Ability to work to strict deadlines</li> <li>• Good interpersonal skills</li> <li>• Customer-centric nature</li> <li>• Ability to use initiative</li> <li>• Problem solving abilities</li> <li>• Ability to work unsupervised and/or within a team</li> <li>• Passion and a 'can-do' attitude.</li> <li>• Valid driver's licence and willingness to drive</li> </ul>
<b>ADVANTAGES</b>		Previous work experience in an educational institution