



Title: Registration Advisor
Reports to: Registrations Manager
Department: Registrations

PC#:
Status: Full-Time
Pay type: Non-Exempt

POSITION SUMMARY

A Registration Advisor is responsible for providing exceptional customer service utilizing a sales approach in handling incoming registration calls and maximizing the conversation rate of inquiries to sales to build revenue.

ACCOUNTABILITIES

- Provide exceptional customer service by providing guests with in-depth knowledge of Kripalu programs, facilities, programs, and Healing Arts services.
- Utilize appropriate call control and closing techniques to ensure that callers register at Kripalu and successfully convert inquiries to sales. Whenever possible, maximize conversion rate of inquiries to sales to increase revenue.
- Proactively engage callers and determine their needs and desires, and make suggestions for potential Kripalu programs and offerings to best meet to the caller's interests.
- Accurately record guest information in the Cenium computer system.
- Successfully cross-sell additional Kripalu offerings to the caller.
- Understand the overall picture regarding housing and conduct conversations with callers leading to optimal use of available housing stock.
- Adhere to "on-phone" schedule, answer phones promptly and knowledgeably; answer caller's questions fully and clearly.
- Assists with other registrations and housing requests as assigned.

CORE COMPETENCIES

- Possesses strong core ethics, integrity, and values consistent with Kripalu's organizational principles.
- Builds effective relationships, identifies internal and external customer expectations, sees issues from their point of view; offers practical, mutually beneficial recommendations, solutions, and ideas.
- Demonstrates the knowledge and abilities necessary to perform required job elements to established standards.
- Learns and adapts quickly in new situations resulting in successful performance.
- Accepts responsibility for own actions.
- Embraces experiences as learning opportunities.

ESSENTIAL SKILLS AND EXPERIENCE

- High School diploma, or the equivalent
- 1+ years customer service/sales experience
- Knowledge about Kripalu and the surrounding area
- Experience with phone service
- Strong customer service skills
- Professional and reliable
- Proficient with Microsoft office; specifically Outlook, Excel, and Word
- Ability to learn new computer software applications
- Must be available to work evenings, weekends, and some holidays