



Job Description

Job title:	Counsellors
Location:	Noida
Terms:	As per MCN Band
Role Type:	Full Time Employee – Individual Contributor role
Reporting to:	Team Leader - Counsellors
Reported by:	NA

About Us:	Mas Callnet is a leading Business Process Management Company (BPO/KPO) of customer management solutions dedicated to delivering performance while actively supporting and advocating our client's brand. Mas Callnet helps our Partners acquire, support, retain, and grow their markets & customers by providing complete life-cycle customer support services. From sales to customer care, technical support and back-office services, Mas Callnet provides customer-centric solutions to a client base that includes several companies (Fortune 500, SMBs, MSMEs) operating within different industry verticals including: Telecom, Banking, Financial Services, Insurance, FMCG, Education, Real estate, E-commerce, Logistics
About the Role:	<ul style="list-style-type: none">➤ We are looking for dedicated, compassionate, and empathetic counsellors would be providing counselling and guidance to support the educational, vocational career and professional growth of all our clients–students (all spheres)/ parents/ working professionals/ any other adults➤ The focus area for the counsellor would be to treat the clients with patience and compassion for the challenges they are facing and become a trustworthy and committed partner to guide them in accordance with their assessment report.➤ Counsellors must have a strong level of social perceptiveness, be gently persuasive, possess the ability to make the clients feel safe, secure, and establish trust and confidence in them.

Hiring essentials and Key Responsibilities:	Empathetic and Active Listener Conviction Patient and Assertive communicator Trustworthy Effective communicator Counselling and guiding abilities	Engage with the customer and express calculated yet genuine empathy Provide customer a positively lasting experience with a sense of direction Respectful yet dignified in speaking Connect with customer and form trust Understand the report and explain it well to the customer and provide solutions. Fluent and well spoken be enthusiastic to grow and learn new things
Core Deliverables <ul style="list-style-type: none"> ➤ Provide clarity to the client on their assessment report, in a simple yet effective manner - in line with defined training program (that would be provided to the counsellors) – 15 Min counselling ➤ Integrate psychological with educational counselling to effectively guide the candidate and/or their parents through an exhaustive dissemination of the assessment report – 1 Hour counselling ➤ Influencing the client through rational and meaningful engagement on the merits of going ahead for the detailed one-hour session and onwards for the entire journey from self-assessment to upskilling to employability ➤ Providing qualitative and meaningful counselling guidance which is specific to needs of the client ➤ Primarily objective: Establish trust and faith of being a trusted & committed partner to them; someone who will constructively work ahead with them to develop realistic goals to meet the desired objectives. 		
Key Competencies	Standard across all roles <ul style="list-style-type: none"> ➤ Integrity, Value orientation, Ethical sense and responsibility Level 2,3 or 4 for this position (higher the better) <ul style="list-style-type: none"> ➤ Consultation and consensus building ➤ Business acumen- Organizational Products & services 	Level 3, 4 or 5 (higher the better) <ul style="list-style-type: none"> ➤ Emotional/Self-control ➤ Trustworthiness (Building collaborative relationships) ➤ Provide Career guidance through assessment report (Developing others, Client orientation and analytical thinking) ➤ Active listener (people first & Effective communication) ➤ Assertive communicator (effective

	<ul style="list-style-type: none"> ➤ Empathy Outlook ➤ Guide approach (Influencing) ➤ Build rapport (Interpersonal Relations Orientation) 	<p>communication, conflict management and problem solving)</p> <ul style="list-style-type: none"> ➤ Provide clarity of thought to client (Deal with ambiguity)
Candidate Requirements:	<ul style="list-style-type: none"> ➤ 1-5 years of relevant experience in the Education & career counselling domain. Experience of working in EdTech space would be Preferred ➤ Proven capability & experience of working with students across schools, colleges, universities, and other similar education institutions. ➤ Similarly, proven capability & experience of working with graduates/professionals and providing career counselling ➤ Holistic understanding of the Education and Career counselling business landscape, various products and services, courses, and career libraries in the EdTech space ➤ Understands the nuances to make conversions using his/ her Influencing skills ➤ Excellent communication skills (verbal and written) in English language (other vernacular would be plus) ➤ Key skills required - Excellent listening skills, Open Mindedness, Self-Awareness, compassion and patience ➤ Educational Backdrop (At least one of these are required): BA psychology, MBA HR, NLP practitioner, Masters in psychology, Certification in counselling and/or psychology, any other educational degree or certification in coaching, training, counselling and/or psychology 	