



## OPERATIONS & CRM OFFICER

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|-------------------|-----------------------------------------------------------------------|
| <b>Job Type</b>   | Full-time, entry-level, one-year contract with possibility of renewal |
| <b>Department</b> | Center for Continuing Education (CCE)                                 |
| <b>Reports to</b> | Supervisor of Continuing Education                                    |

### **JOB SUMMARY**

The Operations & CRM Officer supports the day-to-day administration and delivery of CCE programs by managing registrations, records, payments, operational systems, and structured enrollment tracking.

### **DUTIES & RESPONSIBILITIES**

#### **Operations**

- Manage LOGSIS and related systems for course setup, registrations, attendance, and participant records.
- Process registrations; prepare diplomas and certificates; and maintain organized digital and physical records, including archives.
- Prepare course calendars based on confirmed schedules and coordinate related instructor and program logistics.
- Supervise financial-aid student assistants assigned to records and archiving tasks.
- Provide real-time support for in-person and online classes, including instructor assistance, Zoom hosting, and urgent issues.
- Support the planning and delivery of the annual CCE commencement ceremony.

#### **Finance & Documentation**

- Track payments and outstanding balances; manage confirmations, down payments, invoicing, and related follow-ups.
- Prepare registration and reconciliation records, official correspondence, and data for financial and operational reports.

#### **CRM & Enrollment**

- Maintain the lead-tracking database by recording inquiries, updating lead status, reviewing notes, setting reminders, flagging delayed follow-ups or payments, and providing structured updates to the Program & Enrollment Coordinator.
- Conduct follow-up calls with prospective participants and support enrollment conversion, particularly during peak registration periods, in coordination with the Program & Enrollment Coordinator.

#### **Reporting & Continuity**

- Prepare operational and enrollment dashboards and bi-monthly reports on conversion rates and enrollment trends.
- Maintain process documentation and organized data to support decision-making and operational continuity.
- Perform other related duties assigned by the direct supervisor.

### **SKILLS & PERSONAL QUALITIES**

- Bachelor's degree in Business Administration, Information Systems, or a related field.
- Strong organization, attention to detail, reliability, and ability to manage routine tasks accurately.
- Professional working English, with clear communication and follow-up skills.
- Strong proficiency in Excel and digital tools for structured tracking, reporting, and data management.
- Ability to learn and use CRM tools, Moodle, LOGSIS, and related systems; prior exposure is an asset.

### **BENEFITS**

Health Insurance | NSSF

**JOB LOCATION:** Beirut, Lebanon

**JOB SCHEDULE:** 10:00 a.m.-7:00 p.m.; 40 hours per week over five days, supporting afternoon and evening course delivery.



Interested candidates can send their C.V.'s to [staffapplications@haigazian.edu.lb](mailto:staffapplications@haigazian.edu.lb)