

## **JOB DESCRIPTION**

### **Front Desk Officer/ Course Counsellor**

Alliance Française de Delhi is hiring a Front Desk Officer / Course Counsellor (full-time) at our Lodhi Centre (72 Lodhi Estate, KK Birla Lane, New Delhi).

Date of joining: **12<sup>th</sup> June 2024**

#### About Alliance Française de Delhi

*Alliance Française de Delhi is the official French language institute and Indo-French cultural centre in Delhi. The organisation is a part of the world network of Alliances Françaises that work hand in hand with French ministry of Foreign Affairs, the Fondation Alliance française in Paris, and the French Institute in India. The organisation aims to promote Franco Indian cultural exchanges and develop relations between India and France through:*

- *Teaching French language to more than 5 000 students per year*
- *Providing official sessions of DELF-DALF and TCF exams*
- *Programming year-round cultural and social events (screenings, concerts, performances, talks, ...)*
- *Offering a lively francophone environment for its members with a library and a cafeteria*

#### The Front Desk officer duties and responsibilities are as follow:

- Responsible for welcoming visitors and potential clients and would act as a central, first point of contact for all the other departments of the Alliance Française de Delhi and further guide towards the concerned department.
- Counsel the visitors and students who visit the Alliance Française with the description of courses offered, available courses at present, guide them towards the best possible options including examinations one can take according to their needs.
- Informing and guiding the patrons about other services available at AF like library, translation, etc.
- Responsible for answering all the emails and telephonic calls and assisting the patrons in counselling or any other information related to AF.
- Maintain and manage students' database on the Alliance Française software including entering student data/contact details, creating invoices and providing certificates.
- Required to assist the Academic department in their work for DELF-DALF, TCF and Orientation Test when required.
- Represent and promote courses offered by AFD in internal and external events which might sometimes happen outside AF premises.
- Taking care of the registration from the Embassy of France and partners of AFD and following up for their payments and updating the same to the accounts department.
- Assist third parties in organizing recruitment drives by providing them with appropriate data on shortlisted candidates.

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Requirements:

- Bachelor's degree minimum
- Fluency in French (Preferably B2 level), English and Hindi
- Proficiency in IT skills (MS Office, LMS)
- Experience in a similar position or hospitality field would be a +

Salary & Benefits:

25K Rupees/ month based on qualifications and experience.

Alliance Française de Delhi offers a comprehensive package that includes health and accidental insurance, annual bonuses, and more. Details will be discussed during the interview.

***Detailed job description and perks will be provided to short listed candidates***

Application process:

Kindly send by email the following documents to [career@afdelhi.org](mailto:career@afdelhi.org)

**Specify subject of the Message as: Application for "Front Desk Officer"**

**Last date to submit the Application- 31<sup>st</sup> May 2024**

- CV
- Application letter
- Scanned copy of your latest Degree
- Scanned Copy of your official French level test/ exam (DELF, TCF, TEF)