APPLICATIONS COORDINATOR

For an online Quran academy, the 'Application Coordinator' is primarily responsible for managing the entire student application and admission process—from inquiry to enrollment—while coordinating between students, parents, teachers, finance staff, and management.

Job Specification
Position: Application Coordinator
Organization
RAZA Online Quran Teaching Academy – RAZIQ International [Pakistan]
Department
Admissions & Student Affairs
Reports To
Director Admissions / Chief Executive Officer
Employment Type
Full-Time
Location
Remote / Office-Based (Pakistan)

Job Purpose
The Application Coordinator is responsible for managing and coordinating all student applications, admissions, registrations, course placements, documentation, and onboarding processes. The position serves as the primary point of contact for prospective students and parents, ensuring a professional, efficient, and welcoming enrollment experience.

Key Responsibilities
1. Student Inquiry Management

- Respond to admission inquiries received through website forms, email, WhatsApp, social media, and phone calls.
- Provide information regarding courses, schedules, fees, teachers, and academy policies.
- Guide prospective students through the application process.
- Maintain inquiry records and follow-up communications.

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2. Application Processing

- Receive and review student applications.
- Verify submitted documents and registration information.
- Ensure applications meet academy requirements.
- Process applications accurately and promptly.
- Maintain electronic and physical application records.

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3. Student Registration & Enrollment

- Register approved students into academy systems.
- Create student profiles and enrollment records.
- Coordinate course allocation and class placement.
- Assist students in completing enrollment requirements.
- Ensure timely onboarding of newly admitted students.

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4. Placement & Assessment Coordination

- Schedule student assessment interviews.
- Coordinate Quran reading level evaluations.
- Arrange placement tests where required.
- Communicate assessment schedules to applicants.
- Maintain assessment records and recommendations.

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5. Admission Documentation Management

- Maintain student registration forms.
- Collect and verify required documents.
- Organize digital records securely.
- Ensure compliance with academy record-keeping policies.
- Update student information databases regularly.

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6. Communication & Follow-Up

- Contact prospective students regarding incomplete applications.
- Send admission offers and enrollment confirmations.
- Coordinate orientation information.
- Maintain professional communication with parents and students.
- Resolve admission-related inquiries and concerns.

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7. Fee & Payment Coordination

- Coordinate with finance department regarding registration fees.
- Verify payment confirmations.
- Monitor outstanding admission-related payments.
- Maintain payment status records for applicants.

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8. Student Onboarding Support

- Provide login credentials and orientation materials.

- Guide students regarding online classroom access.
- Coordinate trial classes where applicable.
- Ensure smooth transition from applicant to active student.

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9. CRM & Database Management

- Maintain applicant databases.
- Update customer relationship management (CRM) systems.
- Generate admission statistics and reports.
- Monitor application conversion rates.
- Maintain accurate enrollment records.

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10. Reporting & Compliance

- Prepare weekly and monthly admission reports.
- Track enrollment trends and admission performance.
- Maintain confidentiality of applicant information.
- Ensure compliance with academy admission procedures.

Required Qualifications
Education

- Bachelor's Degree in Business Administration (BBA)
- Bachelor's Degree in Management Sciences
- Bachelor's Degree in Education
- Bachelor's Degree in Computer Science / Information Technology
- Equivalent qualification

Preferred Qualifications

- MBA
- Diploma in Educational Administration
- Certification in Customer Relationship Management (CRM)
- Certification in Admissions or Student Affairs Management

Required Skills
Administrative Skills

- Admission Processing
- Documentation Management
- Record Keeping
- Data Entry Accuracy
- Report Preparation

Communication Skills

- Excellent Spoken English
- Professional Email Writing
- Parent & Student Counseling
- Customer Service Excellence
- Telephone Communication

Technical Skills

- Microsoft Office
- Google Workspace
- CRM Systems
- Student Management Systems
- Zoom & Microsoft Teams
- Database Management

Personal Skills

- Attention to Detail
- Organizational Skills
- Time Management
- Problem Solving
- Professional Conduct
- Team Coordination

Experience Requirements

Minimum

- 1–2 Years experience in admissions, customer services, administration, or educational institutions.

Preferred

- Experience in Online Education.
- Experience in Quran Academies or E-Learning Organizations.
- Experience in Student Affairs or Admission Departments.

Key Performance Indicators (KPIs)

- Application Processing Accuracy: 98%+
- Student Inquiry Response Time: Within 1 Hour

- Application Completion Rate: 90%+
- Enrollment Conversion Rate: Target Based
- Student Satisfaction Score: 90%+
- Record Accuracy: 99%
- Monthly Admission Reporting Completion: 100%

Salary Range (Pakistan – 2026)
Entry Level
Internship based.
Mid-Level
Internship to Salary based.
Senior Application Coordinator
Salary based.

Performance incentives may be provided based on enrollment growth and student conversion achievements.

Authority Level
The Application Coordinator is authorized to:

- Process student applications.
- Verify admission documentation.
- Coordinate assessments and placements.
- Communicate admission decisions approved by management.
- Recommend improvements in admission procedures.

Position Vision

To ensure a smooth, transparent, and efficient admission process that welcomes students from around the world and supports the growth and reputation of RAZA Online Quran Teaching Academy – RAZIQ International.

Suggested Organizational Placement
For a growing online academy, the admissions hierarchy could be:

1. Admissions Officer
2. Application Coordinator
3. Senior Application Coordinator
4. Admissions Manager
5. Director of Admissions & Student Affairs

This structure works well when RAZIQ International begins handling hundreds or thousands of online Quran students from Pakistan, the UK, the USA, Canada, the Gulf countries, and other international regions.