

QS Enrolment Solutions

Student Engagement & Conversion Specialist

Role:

The Student Engagement and Conversion Specialist is expected to be a brand ambassador for the client institution and deliver excellent, high-quality customer service in ensuring that students receive a positive experience throughout all aspects of the enquiry, application and offer processes to encourage conversion.

Responsibilities:

- Build effective relationships with students, their parents and other internal or external stakeholders.
- Provide effective case management with personalised follow up to connect with, engage, support and ultimately convert prospective students.
- Adhere to Client Protocols and best practices to ensure enquiries are promptly, professionally and effectively responded to all times.
- Liaise with internal and external stakeholders to deliver an excellent experience throughout the student journey including providing accurate information and guidance.
- Work as part of a team to plan, coordinate and deliver effective inbound or outbound campaigns that meet quality goals and client objectives.
- Ensure that company protocols are adhered to and targets are achieved.
- Effectively manage work queues to meet expected response time and quality goals.
- Proactively work with internal and external stakeholders to identify and resolve problems in a timely manner.
- Manage all communication channels effectively including phone, email, social media channels and others, while focusing on high-quality customer service and conversion.
- Ensure that data capture and reporting requirements are completed effectively.
- Effective and efficient use of QS Enrolment Solutions' internal tools and software e.g. CRMS to maintain accurate and complete data records.
- Provide in-person counselling support at events and activities representing the client institution when required.
- Proactively provide feedback to continuously improve enquiry, application and offer processes or other operational work flows.

Requirements:

- Bachelor's Degree, Diploma or Equivalent.
- Communication skills – Strong proficiency in English (Written & Spoken).
- Computer/technical literacy – Must have sound knowledge of Microsoft Office software - Microsoft Excel, Outlook, Word, PowerPoint.
- Personal management skills – Must have ability to plan and manage multiple assignments and tasks, set priorities and adapt to changing conditions and work assignments.
- Work values – Must possess strong interpersonal skills and teamwork ethics.
- Multilingual abilities (Chinese, Hindi, Other Asian/European languages) and/or experience in customer service environment will be an added advantage.
- Recent graduates are encouraged to apply.

Interested? Please send your resume to veronica.ling@qs.com to apply.