

VACANCY NOTICE

POSITION	ADMISSIONS MANAGER
LOCATION	SEMENYIH, SELANGOR
INDUSTRY	EDUCATION
TYPE	FULL TIME

JOB SUMMARY

The Admissions Manager leads on planning and delivery of student recruitment activities to achieve enrolment and retention targets. The post holder is responsible for supporting the Campus Principal in matters relating to admissions and customer service

To demonstrate successful planning and implementation across available channels that will result to enrolments.

- Tracks and monitors QL to Enrolment conversions via KPI report on a weekly basis with supporting analysis and action points provided by the Admissions lead
- Ensures KPI reports are shared internally with all appropriate stakeholders to support a relentless sustained focus on student recruitment and retention
- Ensures KPI reports are submitted to the Regional team on a weekly basis
- Has a clear understanding of government processes with regard to permit/visa approvals and keep up to date with MOE and Immigration provisions that may affect school enrolments including visa processing
- Works closely with the Head of Marketing by giving feedback on lead quality, sharing insights from potential parents and providing ample prompts/ alerts with regard to upcoming events/ webinars, or school related initiatives aimed at new recruitment.

To ensure that the team and all stakeholders are aware of the importance of sales, active student recruitment and student retention

- Ensures the school engages in active student recruitment activity to meet and exceed student recruitment targets with a clear process and timely response times/contact points in place
- Attends and represents the schools at appropriate student recruitment and outreach events as required.
- Leads on establishing strong relationships with prospective and current parents and students.
- Provides relevant and effective student support as needed in schools after new students begin their time at the school ('after sales care').
- Develops strong internal relationships with staff to effectively carry out marketing and student recruitment activity.
- Ensures that systems and culture are in place to support appointed retention champions in school so that potential withdrawals are identified early and that there is full engagement with these families by appropriate internal stakeholders/ retention champions

Ensure admissions processes are professionally and systemically run with accurate group reporting procedures

- Follow the Group admissions process and ensure relevant documentation and parent contracts are delivered successfully.
- Ensure that the schools' admissions and student recruitment processes are customer-focused and designed to make enrolment as easy as possible.
- Ensure KPI reporting is accurately carried out for regional and central usage.
- Ensure there is Continuing Professional Development for all Admissions staff.

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Working with regional team to provide CPD to admissions team within the school.

- Manage, mentor and coach admissions team members to ensure they follow through with admissions processes efficiently and effectively.
- Provide guidance and follow through on customer service standards set by the Group, across all teams in school
- Recommend training as and when necessary.

JOB REQUIREMENTS

- Minimum 5 years of experience with an educational institution in a similar or related field(s) or proven track record of relevant work experience demonstrating practical and theoretical knowledge of student admissions.
- A related Degree or equivalent
- Must have the ability to interact and converse well with expatriate parents, teachers and students.
- Able to handle highly sensitive and confidential information.
- Must be self-starter, pro-active and have excellent organizational skills.
- Must be computer literate and experience in database management systems is an added advantage.
- Strong motivational and communication skills with good command of spoken & written English
- Possess a pleasant and matured attitude and well groomed.