Position Description

Position Details

Business Entity	Kaplan Professional	**Department**	Student Experience
Job Title	Student Experience Adviser	**Location**	Sydney
Reports To	Manager, Student Experience	**Direct Reports**	0

Overall Purpose

The Student Experience Adviser is part of the outbound call team focused on student retention and progression across all Kaplan Professional courses.

Key Responsibilities

- Perform outbound call initiatives to promote student progression
- Provide expert advice, guidance and support on appropriate study pathways
- Actively manage student retention and identify upsell/cross sell opportunities for referral to B to C sales team
- Contribute to a student centric culture
- Work towards KPIs on student retention by providing a consistently high standard of customer service and advice
- Uphold strong data integrity and accurate record management
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

Qualifications and Skills

Essential

- 1-2 years' of outbound contact centre experience
- Strong interpersonal and communication skills and the ability to liaise with diverse stakeholders
- Persuasiveness and ability to influence
- High level written and oral communication skills
- Ability to resolve difficult conversations and overcome objections
- Ability to maintain high volume workload in a fast paced environment
- Excellent attention to detail with accurate data entry skills
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

Desired

- Experience in an educational environment
- Strong understanding of training requirements for the financial services industry and the compliance frameworks
- Working knowledge of Salesforce and Learning Management System
- Degree qualified desirable

Employee Signature _____   Date _____

Manager Signature   _____   Date   _____