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| **Position Details** | | | |
| **Business Entity** | Kaplan Professional | **Department** | Student Experience |
| **Job Title** | Student Experience Adviser | **Location** | Brisbane |
| **Reports To** | Manager, Student Services | **Direct Reports** | 0 |
| **Overall Purpose** | | | |
| |  | | --- | | The Student Experience Adviser is part of the team focused on student retention and progression across all Kaplan Professional courses. | | | | |

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| **Key Responsibilities** | |
| **Essential**   * Perform outbound call initiatives to promote student progression * Manage inbound phone and email enquiries * 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 customer service 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 outbound contact centre * 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 Systems * Degree qualified desirable | | |

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_