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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** |
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|  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
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| **Qualifications and Skills** |
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|  **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
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Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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