



Position Description

| Position Details | | | |
|------------------------|------------------------------|-----------------------|--------------------|
| Business Entity | Kaplan Professional | Department | Student Experience |
| Job Title | Student Resolutions Officer | Location | Sydney |
| Reports To | Manager, Student Resolutions | Direct Reports | 0 |

Overall Purpose

The Student Resolutions Officer is responsible for supporting the resolution of complex student enquiries and complaints.

Key Responsibilities

Essential

- Coordinate the resolution of complex student enquires or difficult customer complaints across Kaplan Professional
- Maintain accurate records of all student communication
- Adhere to procedures and policies regarding student complaints
- Help solve special consideration resolution across Kaplan Professional courses
- 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' experience managing complex customer services
- Strong interpersonal and communication skills and the ability to liaise with diverse stakeholders
- Superior customer service, relationship management skills and exceptional phone manner
- Strong ability to understand individual motivations
- Exhibit tact, diplomacy, discretion and empathy when dealing with students
- High level written and oral communication
- Ability to manage high volume workload in a fast paced environment
- Excellent attention to detail with accurate data entry skills

Desired

- Strong understanding of training requirements for the financial services industry and the agencies and regulations that govern it
- Working knowledge of Salesforce and Learning Management System

Employee Signature _____

Date _____

Manager Signature _____

Date _____