



# Job description

## Student Services Officer

March 2018

### **School background:**

Gateway to Khmer (G2K) is a Khmer language school teaching foreigners living in Cambodia, and we are committed to providing the very best quality language and culture education available. The school offers a comprehensive learning program, highly trained teachers and regular student assessments.

We want to enable expatriates in Cambodia to thrive, to integrate well into their new communities, to meet, work with and serve people using local language, and to do so with respect for Khmer culture.

The school opened in 2014, and our students are diverse in nationality and purpose in Cambodia. While most work for NGO's, schools, and church/ mission organisations, others work for international agencies, private businesses or simply have a personal interest in learning Khmer.

### **Role summary:**

The Student Services Officer will be responsible for a wide variety of activities and projects that serve to provide an excellent experience to G2K's current and prospective students.

The role-holder will provide excellent customer service to students, ensure accurate and timely record keeping, scheduling and information sharing and support the Student Services Coordinator. They will also create and update student information documents and resources, undertake administrative tasks and provide support to colleagues as required.

### **Responsible to:**

Student Services Coordinator (SSC)

**Essential duties and responsibilities** (to be considered indicative of job role only, not an exhaustive list of tasks and duties):

### **Student Services**

- Ensure all students and visitors receive a quality experience in person and via email/ phone;
- Greet visitors and communicate by email, phone and in person with potential students about the school's program, assisting them directly or pointing them to other staff;
- Assist with the assessment process for potential students seeking to join G2K, working with Director of Studies (DOS) and Senior Teachers to coordinate appointments and communication;
- Proactively deal with student concerns/ issues, escalating to SSC/ DOS/ Director of Operations (DOPS) as appropriate;
- Liaise with Finance and Administration Coordinator (FAC) regarding student payments to ensure all fees are paid and proactively communicate with students with outstanding fees;
- Support FAC in accepting and processing student payments.

### **Program administration**

- Administer the Student Registration Database, Student Feedback Database and the Current/ Future Student List;
- Oversee issuing of G2K digital accounts to students, and ensure correct access rights;
- Research and provide student information to SSC, DOS and/ or DOPS as required;
- Create/ prepare/ administer student resources and documentation, working with colleagues where appropriate to ensure that all resources are available and up to date in a timely manner (Word Lists, Student Handbooks, Phonics books, welcome packs etc.);
- Administer the distribution, collection and processing of student documentation and forms (Student agreements, Intent to Study forms, evaluation forms etc);
- Administer the Future Students List, using Intent to Study forms to estimate student re-enrolment, and use information obtained to begin planning for future Intakes;
- Administer timetables for assessments, and communicate details to relevant people;
- Plan room allocations for classes, workshops, assessments, meetings etc;
- Prepare Syllabus and Teachers' weekly schedules and communicate and distribute to Teachers;
- Work with SSC to resolve scheduling changes and issues as they arise;
- Create and issue student certificates;

- Work with various team members to ensure style uniformity across all G2K printed and digital resources, creating new templates and style guides where appropriate;
- Oversee other projects and assist SSC, FAC, DOS and DOPS with administration and other tasks as required.

### **Marketing**

- Assist Coordinator of Student Services and Director of Operations (DOPS) with marketing and promotion of G2K classes and services to potential students;
- Represent G2K externally as needed, including marketing and promotional events, presentations, discussions and other meetings;
- Update school marketing materials (paperwork and online) and make available for distribution;
- Promote upcoming classes and services in a timely manner in school, online and through other channels;
- Update G2K website and social media content regularly as required/ according to schedules;
- Monitor and respond to social media posts related to G2K or Khmer language study generally;
- Liaise with contractors and vendors regarding marketing and promotion (designers, printers, salespeople, venues etc)
- Coordinate the taking of student/ class photos;
- Administer the G2K photo archive.

### **Logistics coordination**

- Support SSC in delivery of curriculum-based trips (research, logistics, transport, payment etc.);
- Support SSC/ Fun Committee in coordinating staff activities (including Retreat).

### **School environment**

- Proactively ensure the school environment is welcoming and professional, and champion excellence in this area among the rest of the G2K team;
- Ensure all equipment and materials are available/ in place to meet student needs;
- Report issues with the facility or equipment to the Finance and Administration Coordinator.

### **Other**

- Any other tasks required to ensure the smooth running of teaching programmes and excellent customer service at G2K;
- All G2K staff are expected to be flexible and undertake tasks to assist colleagues as required.

### **Essential skills, experience and attributes required to succeed at G2K**

- Must be an excellent communicator, and enjoy working with people;
- Strong interpersonal skills required; customer-oriented, experience listening to, understanding and meeting the needs of others;
- Ability to maintain a professional and welcoming demeanour to all students, colleagues and visitors;
- Flexibility, adaptability and a cooperative attitude;
- Ability to work as part of a team, and see shared goals as important;
- Ability to proactively identify tasks that need doing or solve problems for the benefit of students, colleagues or the school that are not specifically within their job remit;
- Attitude that is willing to learn from others;
- Commitment to G2K mission, vision and core values.

### **Essential skills, experience and attributes required to succeed in this role:**

- Strong attention to detail and organizational skills;
- Proven problem-solving and critical thinking ability – uses initiative to complete tasks and solve problems;
- Ability to anticipate change and react efficiently;
- Ability to multi-task, complete tasks in a timely manner/ within deadlines and manage time effectively with little supervision;
- Flexible and cooperative attitude; proactively identify tasks that need doing or solve problems for the benefit of students, colleagues or the school that are not specifically within their job remit;

### **Education and professional experience:**

- Bachelor's Degree in Business Administration, Management, Hospitality Management or other relevant subject;
- 2-3+ years experience coordinating administrative projects/ tasks in a professional setting;
- Strong verbal and written communication skills in both English and Khmer;

- Strong experience and proficiency using standard office software – for example Word, Excel, Publisher and PowerPoint, along with web-based tools/ activities such as email, cloud-based apps and storage, online research etc.
- Experience working in a cross-cultural environment, preferably directly with customers.

**Further information:**

- This role is available to Khmer nationals only.

**Location:**

Our school location: 109-111 St Silver, Sovanna Mall Precinct, Phnom Penh

**Normal working hours:**

8am – 5pm, or 10am – 7pm on days when G2K has evening classes (up to 4 times per week).

**Salary/ allowance:**

Highly competitive.

**Contract:**

1 year (after successfully completing a probation period), renewable based on performance.

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**How to apply:**

Please email your CV and an application letter to [jobs@G2K.asia](mailto:jobs@G2K.asia) by 08 April 2018.

All documents must be submitted in English, and only emailed applications will be accepted.

**Deadline for applications:** 08 April 2018

**Interviews and assessments:** Week starting 23 April 2018

**Anticipated start-date:** 01 June 2018

**Application guidance:**

Please do not include photographs, and do not attach certificates, letters of reference or any other documents not requested.

Please note that at this stage we will assess your suitability based on your CV and application letter only, so please ensure that you address how you meet the core criteria for this role, and for working at G2K. It is important that you carefully consider all aspects of the role description and person requirements, and fully demonstrate how you would be effective in this role. Please also tell us what you believe you can bring to G2K that makes you an exceptional candidate.

**Please note:**

- This job description, and interview/ start dates may be updated after advertisement. Candidates will be notified of any changes;
- Submitting an application does not guarantee an interview;
- If you have not heard from G2K by 23 April, please consider your application unsuccessful.

Find out more about Gateway to Khmer at our website: [www.G2K.asia](http://www.G2K.asia)