



Team Lead, Training (US)

Company background

INTO University Partnerships specializes in large-scale transformational partnerships that support and drive leading universities' internationalization goals. Within our university-led partnerships, INTO expands opportunities for international students to pursue higher education, investing in the resources, systems and processes to deliver a first-class student experience. Students benefit from university-designed and -delivered programs, highly supportive learning environments and state-of-the-art learning and living spaces while enjoying full access to their host university's campus facilities, resources and services. Since 2006, INTO has launched joint venture partnerships to internationalize campuses in the UK, the U.S., and Asia. Our U.S. partnerships include Oregon State University, University of South Florida, Colorado State University, Drew University, Marshall University, George Mason University, University of Alabama Birmingham, Saint Louis University, Washington State University, Suffolk University and Illinois State University. More information can be found at www.into-corporate.com.

Reporting line

This position will report directly to the Senior Training Advisor, APC INTO North America.

Job Overview

To support and assist in leading a high-performing training team which delivers outstanding levels of service to our departmental, JV, global customers and employees. Work effectively with INTO NA to ensure training is top of mind and effective for the growth of the organization.

Key accountabilities and duties

This role is in a growing, dynamic organization. Accountabilities of the position may change and develop over time, but will include the following:

- To provide support in the development, induction and training processes for members of APC, JV, and other related global employees. The Associate Training Advisor will ensure that all team members follow the agreed processes and procedures, including creation and implementation of specific training and staff development needs.
- Responsible for ensuring new and existing staff are provided ongoing training including the creation of assessments to ensure staff is working at agreed performance standards.
 - Full compliance with university partner admissions criteria and policies.
- Maintains procedural knowledge working closely with many departments of INTO NA.
- Manage APC's BOX database to ensure proper catalogue of all resources related to admissions/APC
- Assist in training a team dynamic which fosters collaboration and commitment to training excellence.
- Updates and manages processing guide for the Center/regions ensuring that Application Advisors have all up-to-date information.
- Trains on the expectations and accountabilities of the team vital for the success of the APC.
- Monitors Admission Concerns to identify and provide necessary trainings for improvement.
- Notifies the Sr. Training Advisor of any delays, issues promptly and effectively.
- Must be able to hold the expertise and knowledge of both the education systems of region and products for all JV's.
- Develop and maintain quality customer service for all INTO customers and clients.

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- Support Center based admissions/APC colleagues to work flexibly across a range of teams according to variations in demand.
- Establish and maintain good working relationships with the partner universities, peers and colleagues at INTO Centers and the Recruitment and Marketing team.
- Work with the Sr. Training Advisor to contribute towards the development of processes and systems within INTO NA and APC to ensure that they are kept up to date.
- Ensure APC teams remain fully compliant with external requirements.
- Demonstrate proficiency of job duties and processes within the first 3 months of employment.
- Leads, mentors and assists other team members.
- To provide detailed and expert analysis on key trends, performance metrics and customer service enhancements to Director of the APC as requested.
- Frequent travel within the US to assist INTO Centers with new staff training when it relates to admissions functionality.
- Work closely with New Center Team to ensure onboarding/training of new JV admissions staff.
- Occasional travel overseas to assist with Global employees and new initiatives.
- Cross train in various departments and functions to maximize efficiency in the role.
- Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.
- We reserve the right to introduce changes in line with the technological developments which may impact your job duties or methods of working.
- Other duties as assigned

Location

This position is based at INTO North America's headquarters in downtown San Diego, California.

Qualifications and Experience

Essential:

- Bachelor's Degree
- Experience of working in a busy department
- Experience of working in a customer focused environment
- Experience of developing, leading and managing high performing teams
- Experience in customer service focused environments – i.e. hotel, tourism, retail, call centers.
- Experience with international education or higher education.
- Experience working with international education agents.

Desirable:

- 3 yrs. experience in an international student recruitment/admissions environment
- Experience studying abroad
- Previous experience of working in student admissions or student services

Skills and Abilities

Essential:

- Knowledge of International Education and admissions processes
- Knowledge of International qualifications
- Ability to help others from diverse cultures who have various levels of English proficiency.
- Approachable, and has the ability to be assertive and constructive when required.
- Ability to communicate, build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.



- Extremely high attention to detail and data accuracy.
- Computer and electronic communication literacy
- Knowledge of key Microsoft packages (Excel, Word, PowerPoint).
- Ability to communicate clearly and effectively to international students.
- The ability to prioritise, meet deadlines and work under pressure.
- Ability to work with clear systems and processes and produce the required management information.
- Committed and responsible for promoting and safeguarding the welfare of young adults.

Desirable:

- Proficiency in a second language other than English
- Relevant linguistic skills (Japanese, Korean, Chinese, South American Spanish, Russian, Arabic).
- Able to implement and manage change in response to business needs.
- Thinks creatively to anticipate and solve problems.
- Strong cultural awareness gained through living or working overseas.
- Experience of Customer Relationship Management technologies and process, especially as they relate to student recruitment.

How to Apply

To be considered for this position, please click the following link to submit your cover letter and resum:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=47705&lang=en_US&source=CC2&cclid=19000101_000001

Application Closing: December 3, 2018

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.