



Application Advisor – HK Office

Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 23 universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, University of Alabama Birmingham, Saint Louis University, Washington State University, and Suffolk University. More information can be found at www.into-corporate.com.

Reports to

The Application Advisor reports to the assigned Associate Advisor of their team and the Director of the APC, but will be expected to work flexibly across a range of teams according to variations in demand including Sr. Advisor(s) at the INTO NA office.

Job overview

To support the student application process in an effective and efficient manner with high attention to detail and strict adherence to agreed timescales, procedures and processes. Effectively assist applicants and customers of INTO partnerships with top level customer service and a dedicated commitment to student success.

Key accountabilities and duties

This is a new role in a growing, dynamic organization so responsibilities of the position may change and develop over time.

- Outstanding attention to detail and responsibility for the quality of data entered on all systems in an efficient manner.
- Critical thinking in fast paced situations to ensure the exceptional customer service.
- Researching information to find the right answers and solutions in time sensitive situations.
- Demonstrate proficiency of job duties and processes within the **first 3 months** of employment.
- Take ownership of each application with end goal of assisting in successful student matriculation.
- Flexibility of work schedule based on the needs of the HK APC office.
- Commitment to excellence in contributing to a positive workplace and goal attainment.

INTO UNIVERSITY PARTNERSHIPS
380 STEVENS AVENUE, SUITE 211
SOLANA BEACH, CA 92075
USA

T +1 858 356 4400
F +1 858 356 4401
E corporate@into.us.com
W www.into-corporate.com



- Champions region team dynamic and works collaboratively with the APC as a whole.
- Holistic thinker that can demonstrate comprehension of INTO's goals and mission.
- Pass assessments periodically provided by Associate Advisors and or Associate Training Advisor to ensure ongoing comprehension job elements.
- Ensure high quality of data and documents received throughout the application process.
- Request needed data and documents in a clear and concise manner.
- Effectively uses work time to produce outstanding results in completing applications, evaluations, tasks, and managing workflow.
- Optimize student conversion rates from potential inquiries through good relationship management with key stakeholders – including students, agents, parents and sponsors.
- Ensure full compliance with relevant student immigration legislation-processes for student visa applications are fully understood and utilized, with responsibility for ensuring the quality of information input on the system.
- Manages personal dashboard daily to ensure all time sensitive workloads are completed and managed.
- Develop effective working relationships with INTO customers.
- Ability to pass periodic assessments on regional and Center specific information and processes.
- Help potential customers understand the programs offered by INTO and the linkages with potential University programs.
- Assist with the training and development of new APC staff.
- Build effective working relationships with the Joint Venture Center colleagues, peers, and INTO marketing and recruitment teams in the US and globally.
- Provide relevant pre-arrival and registration information to students and education agents.
- Provide advising support for agents and/or students during the application process. Interpretation skills may be required.
- Responsible for promoting and safeguarding the welfare of young adults.
- Foster relationships with regional staff and partners to create trust and strong relations to ensure success.
- Responsible for assigned regional expertise in educational systems and documents.
- Responsible for expertise on all Center based program and process information.
- Daily and weekly accountability to tasks and workflow assigned.
- Expectation to minimize errors and increase efficiency of application completion.
- Build rapport and establish relationships throughout the entire application process with all key stakeholders.
- Ability to be agile with evolving processes and problem solve effectively.
- Work effectively in a team environment in a collaborative manner to deliver strong results.
- Provide clear written and verbal communications to students, agents, and joint venture staff.
- Responsible to demonstrate strong organizational skills.
- Provide high level of customer service to both internal and external customers with attention to detail and speed of response.
- Assist in the development of ongoing training materials and tools to strengthen outcomes during all times of the year.
- Be able to execute basic/intermediate math computations related to the application process.
- Willing and able to learn new products as our business relationships grow.
- 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.



Location

This position is based at the INTO North America's Hong Kong Office in Jordan, Kowloon, HK.

Qualifications

Essential

- High School Diploma however Undergraduate degree preferred.
- Experience working in a busy open floorplan administration department.
- Experience working in a customer focused environment.
- Ability to communicate, build and manage relationships with peers, senior managers, University stakeholders, external vendors, parents and students from a range of linguistic, ethnic and cultural backgrounds.
- Excellent command of written and spoken English.
- Requires strong decision making skill set and ability to view processes holistically.
- Must be able to demonstrate strong computer and data entry skills
- Must be able to demonstrate strong organizational skills
- Extremely high attention to detail and data accuracy.
- Good IT skills and knowledge of key Microsoft packages (Excel, Word, PowerPoint).
- Ability to communicate clearly and effectively to international students and partners.
- Ability to demonstrate patience in high paced environment.
- Experience working independently but also collaboratively when necessary.
- Critical Thinker
- Able to accept direction, feedback, constructive criticism.
- Ability to identify gaps in process and create solutions that can be used by all.
- Experience dealing with challenging customers and stakeholders.
- The ability to prioritize, meet deadlines and work under pressure.
- Flexibility and willingness to undertake and learn new tasks.
- Good team player.
- 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.
- Approachable, and has the ability to be assertive and constructive when required.
- Deliver good customer service while being capable of frequently meeting tight deadlines.
- Able to communicate effectively with diverse audiences and build relationships with peers, senior managers, University stakeholders and external vendors.
- Have experience of overseas education markets.
- Use of Salesforce or another similar database.
- An interest in other nationalities and cultures.
- Understanding of international student needs.

Desirable

- Experience working in higher education.
- Previous experience of working in student admissions or student services.
- Experience studying abroad.
- Proficiency in a second language other than English.
- Relevant linguistic skills (Japanese, Korean, Mandarin, South American Spanish, Russian, Arabic).
- Have experience of the English language training and higher education market.



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.