

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	Admissions Assistant	Reference: 250120
Function/Department	Admissions	Location: Hong Kong
Manager Title	Admissions & Marketing Director	
Position Type	Fixed Term	
Position Status	Full Time	

Position Objective

The Admissions Assistant supports the Enquiry Manager as a key point of contact for new parent inquiries received via telephone, email, website, open days, or walk-ins. The role focuses on efficient data capture and providing an excellent customer service experience. The success of this role is measured by the number and quality of inquiries that are effectively processed and directed towards further engagement steps such as school tour bookings and admissions applications.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head of indeed to the Regional CEP so that a referral can be made accordingly to the relevant third part services.

- Assist the Enquiry Manager in managing the enquiry pipeline: receive, log, and promptly follow-up on all inquiries.
- Confirm timing for school tours and qualify prospects.
- Capture and qualify parent inquiries, student data and communications into the system.
- Manage enquiry pipeline – receive, log and promptly follow-up on all inquiries.
- Keep system up-to-date with status changes at each stage of enquiry management.
- Manage enquiry through to application or school tour.
- Produce daily / weekly inquiry status and new inquiry pipeline performance reports.
- Manage school tour inquires and assist on group school tours.
- Log event sign ups and follow up accordingly.
- Maintain reputation for superior customer service.
- Manage follow ups efficiently to help drive conversions.
- Be the first point of contact for parent inquiry via phone, email and online chat tools.

Position Requirements

- Excellent verbal (telephone) and written communication skills
- Good communication skills in English, both spoken and written (templates for written communications provided)
- High proficiency in Mandarin
- Prior experience of managing direct customer contact, ideally gained in a customer service, hospitality or sales role in a multicultural environment
- Outstanding time management and organization skills
- High levels of accuracy and attention to detail
- Knowledge of the US educational system or IB curriculum a plus
- Result oriented and driven by successful outcomes
- Experience in use of multiple customer database, CRM tools and digital / online platforms
- Good with working with data (producing reports, analyzing trends etc.)

Qualifications

- Diploma or Degree level qualification preferred
- Previous Sales and/or Customer Service Experience

Contacts

- Direct report to the Admissions & Marketing Director
- Liaising with Admissions, Applications and Assessment and Marketing
- Customer facing role

Working Conditions

- School Environment
- Prepared to put in extra hours when necessary
- Work effectively and collaboratively in a team

Terms of Employment

- Working Hours: 9:00 am – 6:00 pm, Monday to Friday
- Probation Period: N.A.
- Referee request: Required
- Background Check: Required

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Safeguarding

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