

JOB TITLE: STUDENT SERVICES EXECUTIVE

Links to: Student Services Manager

WHO ARE WE?

Nexus is an empowering, learning-focused community. We are one big family, striving to create an honest and open community with our learners, parents and peers. We believe that we have something unique and special here, we are proud to be different in the way we work; and how we teach and learn.

WHO ARE WE LOOKING FOR?

At Nexus, we do things differently. We believe each member of staff is equal and recognize the uniqueness of every individual to work in a collaborative and supportive community, to elevate one another with innovative ideas. Our strategies emerge from the collective positive minds of our colleagues. You will experience high levels of ownership and empowerment in your role.

JOB DESCRIPTION

The Student Services Executive is the initial point of contact for learners and parents on all academic and student services queries and requests. Our Student Services Executive is responsible for the day-to-day management of administrative functions to assist in the delivery of a wide variety of student services. The Student Services Executive works closely with Admissions

ROLE AND RESPONSIBILITIES

- Act as a first point of contact for prospective and existing students, handling learners and parents enquiries and requests via phone, email or in person in a courteous, respectful, professional and confidential manner
- Manage and maintain student files and computer based records, ensuring they are up to date and that it contains all relevant documentation
- Maintain and monitor class attendance records and coordinate all relevant reports
- Handle stakeholders complaints, feedback and grievances, in a sensitive and timely fashion
- Provide support for extra curricular activities (clubs, trips, etc), Open House, New Students Orientation and Parents Meeting
- Facilitate documentation processing for current, transfer and former learners
- Process learner withdrawing requests
- Coordinating with external vendors (like bus, canteen, extra curricular activities providers) on the parents requests, feedback and school requirements
- Conduct general office duties
- Provide assistance to other relevant function areas as needed

A TYPICAL DAY

Our school is open from 8am to 5pm. I start the day by updating the attendance register, and preparing the relevant reports. A few learners are starting today, so I print their timetables and help

them find their classrooms. The extra curricular activities start this week, so we have a lot of enquiries from parents and learners. Some of them want to change their choices, and as there are spaces available, I am able to process their requests. Mid morning is quiet, so I prepare some of the documents requested by students that are transferring to other countries. A learner has forgotten his swimming kit, and I help them contact their parents. During lunch time I help students with their requests. Next week is the parent teacher conferences and I help some parents get into the portal so they can choose their preferred timing. Around 3:10pm Student Services start to be busy again and I help answer parents' questions. The extra curricular activities start at 3:30 and I help students find their sessions. The activities finish at 4:30pm and I make sure all students take the appropriate bus. Tomorrow we have new learners coming for orientation, so I make sure all the files and paperwork are ready.

QUALIFICATIONS AND SKILLS

- Proactive team working skills
- Strong customer service skills
- Knowledge of administrative and clerical procedures
- Multitasking and time-management skills, with the ability to prioritize tasks
- Resourceful and proactive when issues arise
- Willingness to learn and expand skills
- Confident in the use of technology to support procedures
- A strong command of the English language, both written and verbal
- Bachelor degree qualification and experience in an international school environment are advantages
- At least three (3) years of relevant working experience

Nexus International School (Singapore) is committed to the safety and wellbeing of our children and families. Nexus endorses the Convention on the Rights of the Child, which Singapore ratified on 11 December 2008, and establishes a clear policy and guidelines to protect our learners from maltreatment by any person or persons who come in contact with them in any environment.

Nexus International School (Singapore) is an Equal Opportunity Employer. We respect and seek to empower each individual and support the diverse cultures, perspectives, skills and experiences within our school.