

JOIN OUR TEAM



Job Description

Customer Service Officer/Administrative Assistant

The Edge Learning Centers is an education services company that provides a full spectrum of premium educational services. Founded in 2008, the Edge continues to expand rapidly in Asia. Our experienced consultants and tutors offer a wide range of services suitable for different needs, ranging from test preparation, curriculum development, and university admission programs. We pride ourselves as the best in class and offer tailored services to students, with a 100% success rate over the past 14 years.

At Edge, you not only get the chance to work with the cleverest minds in the industry, we are also a fun and energetic group of people who truly want to partner with students, helping them to push the boundaries and succeed academically. At Edge we want you to constantly challenge yourself and come up with new ideas, we are a fast-growing team and want to hire great minds who can help students build a future.

Highlights:

- 5-Day work week, Medical Insurance & Performance Bonus
- Fresh graduates will also be considered
- People-oriented culture

Responsibilities:

Center Operations (Academic Support Team)

- Meet and greet students, parents, school representatives etc.
- Answer and screen incoming calls, reply messages, answer general enquiries, schedule appointments for classes & courses
- Assist Senior Operation Officer in maintaining schedule for classes & courses including coordinating schedules, collating course materials, collecting feedback forms, recording attendance and score tests
- Assist Senior Operation Officer in maintaining office efficiency: prepare rooms and materials for courses; order, maintain and monitor office supplies and inventory, including library management and stationary, desks, lighting, chairs, computers and ad-hoc requests
- Provide first level helpdesk support for all computers, printers, fax and office machines
- Collaborate with other departments on events organizing

Customer Service

- Build and maintain good relationships with clients
- Answer client inquiries and collect feedback from students and parents

Requirements:

- Good command in spoken English & Chinese
- Fresh graduates will be considered
- Immediately available is preferred

What we offer:

- 5-day work week
- Birthday Leave
- Medical Insurance
- Performance Bonus
- Young and energetic working environment