



# Job description

## Customer Service Specialist (Part-time)

31 July 2024

### Company context

**INTO's mission: Transforming international student academic and career success through exceptional university partnerships.**

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US, UK and Australia. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

[www.intostudy.com](http://www.intostudy.com)

[www.intofuture.com](http://www.intofuture.com)

[www.intoglobal.com](http://www.intoglobal.com)

[www.into-giving.com](http://www.into-giving.com)

### Reporting line

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**F** +44 [0]1273 679422  
**E** corporate@intoglobal.com  
**W** intoglobal.com

The role reports to the Senior Recruitment Manager.

## **Job purpose**

To support students, other on-duty staff, Center Operations Manager overseeing the testing on weekends, and guiding students as instructed.

## **Key accountabilities and duties**

Role and responsibilities

1. Support IELTS examination and relevant
  - a. Understand and assist with the invigilation of students taking the IELTS and other examinations.
  - b. Download and share footage of testing days with the person in charge from the British Council (BC).
  - c. Handle ad-hoc situations on duty days and report incidents to Center Operations Manager (COM).
  - d. Support potential test-takers and parents to register for IELTS tests at UAC Hanoi, and UAC HCMC when needed.
  - e. Check and synthesize numbers of monthly IELTS administration.
2. Support organizing in-centered events
  - a. Be the presenter of the bi-weekly/monthly IELTS Workshop events cohosted with BC.
  - b. Support activities before events including ordering catering, preparing designs, printings, gift bags and other necessary materials for events as guided.
  - c. Find and contact local suppliers to produce marketing items, swag, etc.
  - d. Support during and after events including checking laptop connection for presentation, checking participant attendance, taking photos, etc.
  - e. Greet visiting parties, including but not limited to local education agents, institutions, corporations, and other potential stakeholders.
3. Other marketing, general administrative tasks, and reports
  - a. Assist in the content development and maintenance of social media and other marketing channels primarily by communicating with followers on the appropriate platform.
  - b. Provide support in the production of Vietnamese language marketing collateral.
  - c. Present a professional and positive image of INTO at all times.
  - d. Provide support in the production of Vietnamese language marketing collateral.
  - e. Maintain the highest possible standard of customer service while always putting the student first.
  - f. Provide support to the Centre Operations Manager with daily Centre activity reports and administrative tasks as requested.
  - g. Participate in trainings, webinars and workshops as requested.

The 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 technological developments which may impact upon your job duties or methods of working.

## Person specification

### Education/ qualifications

- Senior students or graduates

### Experience/skills

- Vietnamese
- Honesty is one of the key important factors for success of the job
- Organization skills with excellent attention to details
- Ability to work independently to a high standard without constant supervision, and an excellent level of customer service
- Competent IT skills, and have an understanding of computers, and some IT devices
- Strong phone contact handling skills and active listening
- Ability to communicate well in English
- Speaking fluently in Vietnamese

### Desirable

- IT students or graduate
- Have their own laptop/ smart phone that can be used to produce reports in Words and Excel

## Location

Hanoi, Vietnam

## Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.



**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**