

Fanshawe College Canada

Support & Admin officer

Location: Commercium Africa, Lagos, Nigeria (hybrid)

Key duties and responsibilities

- Support the Fanshawe recruitment manager.
- Screen applications and documentation submitted.
- Respond swiftly to all WhatsApp and email enquiries from prospective students and agents, maintaining excellent standards of customer service.
- Proactive follow up of enquiries received at events and fairs.
- Maintain student data, including offers received, acceptances, payments, and deferrals.
- Maintain information regarding agents (current and prospective) and any agent changes that may occur.
- Support campaigns (eg call campaigns) to maximize the conversion rate at each stage of the student lifecycle, with a particular focus on increasing the offer to acceptance rate.
- Coordinate communications to partner High Schools and agents.
- Keep up to date with Fanshawe admissions policies.
- Some attendance at fairs and events as directed by the West Africa Recruitment Officer
- telephone, email, and in-person inquiry services to prepare visa application documents, program selections, tuition payment information and school acceptance letters.
- Convert potential applicants by providing partner-specific content, guiding them through the application lifecycle, including payment and arrival processes.
- Other duties as assigned by the West Africa Recruitment Manager and other seniors.

Education

- A minimum of a degree in a relevant field.
- Work experience: Minimum three years in the education/international education industry, marketing and customer relations.
- Knowledge of the Canadian education system is preferred.
- To be considered for this position, candidates must be able to communicate in English in a highly proficient business manner.

Skills

- Strong interpersonal and communication skills to interact with students, parents, and educational partners.
- Organizational/ admin skills and proficiency in Word, Excel and similar.
- Ability to initiate and remain on task without supervision.
- Ability to work in a flexible and changing environment.
- Willing to travel domestically and internationally.
- Knowledge about digital marketing and social media platforms is desirable.