

## Admissions Officer

### School Overview:

American School Hong Kong (ASHK), a non-profit, college preparatory international school located in Tai Po in the New Territories opened in 2016 for students from Kindergarten (age 5) to Grade 6. The middle school division (Grade 7 and 8) was added in 2017. ASHK opened their first high school class with the adoption of a Grade 9 program in 2019. Grade 10 will be added in 2020.

ASHK is operated by Esol Education, a premium international education organization, with 40 years of expertise in establishing and operating international American schools worldwide. Currently, 11,000 students attend Esol's ten schools across three continents.

### Admissions Officer Job Description:

- Provide focused and high-quality customer care at all times when meeting or responding to potential or existing parents through visits, telephone enquiries, and email correspondence.
- Respond rapidly to drop-in requests for visits and follow-up with all potential applicants and enquiries;
- Be aware of our key messages, and ensure these are consistently communicated to potential or existing parents;
- Follow admissions, re-enrolment, and withdrawal standardized procedures and contribute to the effective development of best practice in terms of operation and delivery;
- Act as the gatekeeper for all application forms, support documents, admissions related fees and forms, re-enrolment and withdrawal forms and student withdrawals;
- Enter data on PowerSchool or other ASHK systems and maintain an accurate and up-to-date student filing system (digital and/or paper) to ensure completeness;
- Contact prior schools directly for required documents as necessary, and monitor the process to ensure that requested documents are received.
- Schedule appointments for assessments as necessary and proctor online student testing when required;
- Ensure all Admissions meeting areas and tour routes are delivering a high-quality experience in line with ASHK expectations;
- Compile specific statistics to aid the admissions process (i.e. enquiries, visits, applications, rejections)
- Ensure that all relevant family information is received and distributed to the business office, nurse's office, and school office
- Maintain your own records to report effectively with the Admissions Director for each enquiry and record timely follow-up actions;
- Assist in producing admissions publications and reports as required.
- Build and develop strong and positive relations with Academic, Admissions and Marketing staff;
- Provide support and attend events organized by the Admissions and Marketing teams



including international schools fairs to recruit new students (may include evenings or weekends).

- Any other duties that may be assigned by the Admissions Director.

### **Requirements**

- Degree/Diploma holder in Business Administration or related disciplines.
- Excellent interpersonal and customer service skills.
- Bilingual in English and Chinese. High level oral and written communication skills in English, with fluency in Mandarin desirable.
- Reliable, takes initiative, solves problems, and has ability to work under pressure.
- Proficient IT skills with experience in using Microsoft and Google applications

### **Application Procedure:**

Submit all documents in a single PDF file and forward by email to: [jobs@ashk.edu.hk](mailto:jobs@ashk.edu.hk)

- Cover Letter
- Current CV
- Contact details of 3 professional referees