

Senior Admissions Manager

Organization: American School Hong Kong, an Esol Education School

Industry: Education Management

Location: Tai Po, Hong Kong S.A.R.

Reporting to: Director, Admissions & Marketing

The Role:

Reporting to the Director of Admissions & Marketing, the Senior Admissions Manager will be responsible for promoting American School Hong Kong (ASHK) and overseeing the admissions process from inquiry through enrollment. The Senior Admissions Manager will be a collaborative, personable team player who has positive energy and possesses superior organization, prioritization and communication skills.

Responsibilities:

- Receive and respond to initial contact by prospective families, maintaining a 24-hour response time for all new inquiries
- Work with the administration team to maintain inquiry records and follow-up actions within the CRM system
- Follow up with leads that have become unresponsive to rekindle their interest.
- Facilitate the application process and ensure the submission of all necessary support documents from applicants
- Meet with applicant families, conduct school tours where appropriate, and represent the school at virtual or physical events and information sessions
- Facilitate the assessment process and maintain accurate and detailed records of entrance assessment results
- Consult with the respective Principal, and/or other academic staff as needed (i.e. Learning Support, EAL, IB Coordinator) with regard to assessment results
- Provide the School Director and Admissions Committee with evaluation reports and all relevant information for decisions on admission to ASHK
- Communicate decisions of the Admissions Committee to applicants
- Ensure the smooth registration of new students and provide support to families with induction to the school
- Maintain and update student files for new and departing students with use of Power School and other ASHK systems
- Manage the re-enrolment process for returning families
- Maintain an efficient withdrawal process
- Generate a weekly enrollment report and prepare admissions reports as required
- Liaise with the Accounts department on fee payments and scholarship program
- Notify appropriate departments and faculty of new admissions, liaise with the appropriate departments to ensure smooth information flow
- Work collaboratively with the Marketing team to drive leads and all Admissions events
- Explore outreach and partnership programs

Requirements:

- 3-5 years of relevant experience, preferably in admissions at K-12 international schools
- Experience in Customer Servicing is a PLUS
- Degree holder, ideally in Education, Business Administration, or related disciplines
- Excellent interpersonal and customer service skills.
- Excellent oral and written communication skills in English. Bilingual in English and Chinese is a PLUS
- Proactive, creative, dynamic, and data driven with good analytical skills
- Independent, self-motivated and detail-minded

Application Procedure:

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

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

Personal data collected will be used for recruitment purpose only. Please note that only short-listed candidates will be contacted.

School Overview:

American School Hong Kong (ASHK) is a K - 12, non-profit, college preparatory school offering a holistic American education taught by qualified North American teachers who inspire, motivate and challenge students to achieve excellence.

ASHK is operated by Esol Education, a premium international education organization, with 45 years of expertise in establishing and operating international American and British schools worldwide. Currently, 11,000 students attend Esol's ten schools across three continents. Similar to other Esol schools, ASHK has gained accreditation from the Western Association of Schools and Colleges (WASC), The Middle States Association (MSA), and with the International Baccalaureate (IB).

At ASHK, our mantra is focused on high expectations of ourselves and high expectations for the students who enter our school community. The combination of a welcoming and safe environment, skilled and inspirational teachers, and supportive parents, makes for great learning and a rich, rewarding atmosphere. We are committed to building a learning community where care and respect for one another is of paramount importance. We are committed to providing a balanced and holistic program with equal emphasis on the intellectual, social, creative, and physical domains.

Curriculum Overview:

English is the language of instruction and communication at the school. The US Common Core, Next Generation Science Standards, and other American and best practice international standards provide the framework for learning from KG to grade 11. Teachers integrate a 'STEAM' program in the elementary division. The International Baccalaureate Diploma Program (IB DP) was launched in August, 2021.