



ST. JOSEPH'S INSTITUTION INTERNATIONAL

St Joseph's Institution International is a Catholic and Lasallian school that provides a quality international education to a diverse student body, rooted in the community of Singapore. We are seeking a dynamic, experienced, conscientious and proactive individual to join us as:

Admissions Officer

The Admissions Officer is to be a brand ambassador who understands the School's value proposition and appreciates individual parent and student needs in order to drive enrolment growth and to support prospective parents effectively with transition into the school community.

A primary focus of this role is to manage all aspects of the student admission cycle. The incumbent is required to execute an efficient and organised admissions process from enquiries to enrollment and ensure a smooth, timely, and personalised approach to enrollment management. This position requires high-level customer service and administrative skills, initiative, confidentiality, loyalty and the capacity to work as part of a team, in a fast-paced environment.

The Admissions Officer is required to develop a deep understanding of individual parent and student needs and appropriately tailor their approach to each situation, to provide a highly personalised experience (pre, during and post-visit) that reflects the school's brand, and in doing so drive a high rate of conversions for new enrolments.

General responsibilities and duties

- Promote the school to prospective parents in line with the school's vision and mission by delivering a personalised experience to each prospective family by articulating the school's unique offering – including, but not limited to, handling frontline enquiries (phone, email, walk-in), conducting school tours, using social media and coordinating publicity and promotional materials.
- Develop personal rapport with prospective families by gathering relevant information on specific needs, background and profile of each parent and student based on the information provided to tailor each interaction.
- Conduct 1:1 and group tours of the school and answer parent and student queries during post-tour consultations, and assist families with the application process through to enrolment status.
- Manage the end-to-end admissions cycle, from enquiry to application to enrollment, to support parents at all points of the customer journey, and ensure all necessary compliance has been completed prior to joining the school.
- Manage/update all aspects required of the customer journey to the admissions system to ensure data accuracy, quality and compliance.
- Act as the school's brand ambassador and present the school to prospective families at recruitment events, open days and information sessions.
- Attend and promote the school at internal and external events with prospective new parents throughout the year (Open House, Parent Information Sessions, Expat Fairs, etc).
- Collaborate closely with Admissions team members and model exceptional customer service for other parent-facing staff.

- Maintain an admissions pool, interest and withdrawal database, monitor applications and withdrawals, and send regular updates to the management as required.
- Arrange interviews for potential students, administer and conduct entrance assessments and coordinate the offer process.
- Coordinate the completion of reports and transfer documents for leaving students.
- Assist in the data collection for Boarding and Student Pass applicants and MOE applications.

Requirements:

- Minimum 3 years of relevant experience, preferably in an international school or educational setting
- Excellent verbal and written communication, presentation and persuasion skills in a 1:1 and group setting.
- Result-oriented and driven by successful outcomes.
- Experience in dealing with clients in a multi-cultural setting.
- Bachelor’s degree or diploma in a relevant field.
- An ability to form strong working relationships with prospective parents and staff in an international environment, as well as with relevant government agencies.
- Experience of and a high level of comfort working with CRM systems, online platforms and Google Suite are essential.
- A strong and confident communicator when facing customers in person, on the phone, or in written communications, with a preference of public speaking experience.
- Experience in prioritising workload, multitasking and working to tight deadlines.
- Team player with positive, cheerful, helpful work attitude and initiative.
- Capable of independent and committed effort, with good organisation & interpersonal skills.
- Flexibility in working hours due to some out-of-hours events, e.g. Open House, information evenings, school road shows, etc.

Safeguarding & Child Protection

St Joseph’s Institution International is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, volunteers, and partners to share this commitment.

The appointment is made on condition of a satisfactory pre-appointment medical examination and a satisfactory background check in adherence to the School’s Child Protection Policy.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to his classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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