



# Admissions Advisor – HK Office

## Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 26 universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, University of Alabama Birmingham, Saint Louis University, Washington State University, Suffolk University, Illinois State University, and Hofstra University. More information can be found at [www.intoglobal.com](http://www.intoglobal.com).

## Reports to

The Application Advisor reports to the assigned Senior Advisor of their team and the Vice President of Admissions but will be expected to work flexibly across a range of teams according to variations in demand.

## Job overview

To support the student application process in an effective and efficient manner with high attention to detail and strict adherence to agreed timescales, procedures and processes. Effectively assist applicants and customers of INTO partnerships with top level customer service and a dedicated commitment to student success.

## Key accountabilities and duties

This is a dynamic role in a rapidly growing global organization so responsibilities of the position may change and develop over time.

- Take ownership of each application and handle incoming inquiries from students and education agents.
- Build effective working relationships with University colleagues, peers, and INTO marketing and recruitment teams in the US and globally.
- Critical thinking in fast paced situations to ensure exceptional customer service.
- Outstanding attention to detail and responsibility for the quality of data entered on all systems in an efficient manner.

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- Effectively manage daily workflow including evaluation on student's transcripts and follow system process.
- Help potential customers understand the programs offered by INTO.

## Location

This position is based at the INTO North America's Hong Kong Office in Kowloon, HK

## Qualifications

### Essential

- Bachelor's degree preferred.
- Well-organized, high attention to detail and data accuracy.
- Self-motivated, able to work independently and collaboratively and take up new challenges.
- Ability to communicate, build and maintain positive and professional relationships.
- Strong decision-making skills and ability to view processes holistically.
- Ability to prioritize, meet deadlines and work under pressure.

### Desirable

- Understanding of international student needs.
- Previous experience of working in student admissions or student services.
- Experience studying abroad.
- Proficiency in a second language other than English.

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.