

# Taiwan Jobs Expertini®

## English Course Consultant(LinKou, New Taipei City)

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Company: British Council

Location: Taiwan

Category: other-general

We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

We work directly with individuals to help them gain the skills, confidence and connections to transform their lives and shape a better world in partnership with the UK. We support them to build networks and explore creative ideas, to learn English, to get a high-quality education and to gain internationally recognised qualifications.

Working with people in over 200 countries and territories, we are on the ground in more than 100 countries. In 2021–22 we reached 650 million people.

### **Role Purpose**

The main duty of an English Courses Consultant is to secure excellent sales results and to provide a high-quality of customer service.

The Consultant will be expected to act as a British Council ambassador and provide top quality services to all customers, meeting all Key Performance Indicators (KPIs) and enabling the Council to meet its sales and customer management targets.

### **Main accountabilities but not limited to the following:**

- Meet and exceed all sales targets and KPIs as set out by the organisation.

- Single Point of Contact (SPOC) for prospects.
- Guide prospects through the journey from first enquiry to final sale, and to maximise opportunities for cross selling and to be accountable for monthly sales targets.
- Follow up with customers post consultations and/or placement tests but who did not register with the purpose of offering them alternative solutions and/or persuading them to register.
  
- As part of the wider Sales and Customer Services team serving both new and existing customers, you will be required to support and assist your colleagues from time to time in tasks that ensure the smooth running of the Centre.
  
- Acquire and maintain an excellent level of product knowledge at all times. Liaison and training via product owners will be a necessary part of this with a proactive approach required.
  
- Acquire and maintain an excellent level of pricing, discounting and offer knowledge at all times. Liaison and training via sales and business managers will be required. A proactive approach, including input and feedback from frontline customer experience, is expected.
  
- Maintain and update all databases and reports in a timely and accurate manner.
  
- Provide participate and/or provide sales support for all sales and marketing events (in or out of the centre) with the purpose of creating awareness and generating leads for the centre.
  
- You may be required to keep and submit accurate daily revenue records to Finance on a regular basis.
  
- Ensure British Council policies and procedures are followed in terms of the finance function; HR function; Equality, Diversity and Inclusion; and Safeguarding.
- Ensure CRM database records are maintained accurately and on time.
- Manage information created and received in compliance with the British Council's information management

- Comply with the Standard Operating Procedures (SOP) as per the job requirement.
  - Any other duties in support of the team's operation, as designated by Line Manager.
  - Attendance at regular professional development, training and skills programmes as required.
  - Full engagement with the performance management programme.
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- Work effectively with diversity as an essential and integral part of daily work and consistently meet the British Council's Equality, Diversity and Inclusion policy and standards in carrying out all internal and external duties.
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- Demonstrate commitment to reflective practice, professional and organisational development objectives, taking advantage of opportunities to enhance qualifications and or gain/share knowledge.
  - Make a positive contribution to team meetings and give suggestions to management for improving Sales/Customer Management practices and procedures based on customer feedback.

**Benefits:**

- Enjoy 24 days of annual Leave (on a pro-rata basis if the service period is less than one full year) and public holidays
- Sales target incentive
- Chinese New Year Bonus
- Statutory benefits
- Professional development opportunities

**Requirements:**

- Good written and oral communication skills in Mandarin and English catering to target market. Proficiency in a second language preferred.
- Undergraduate degree

**Role specific knowledge and experience:**

Minimum/essential

- Experience of working in a customer service/sales environment, preferably in the services industry

Desirable

- Knowledge of SAP & CRM

**Role specific skills:**

- Cross Sales techniques
- Competent IT skills
- Excel Skills
- Effective communication and engagement with children and their families

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