

Student Success Advisor Entry Level

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Company: Keypath Education

Location: Melbourne

Category: other-general

Company Description

A little bit about us

At Keypath, you can be part of something bigger.

As a leading global EdTech company, we partner with world-leading universities to design and deliver the most career-relevant online education solutions that help solve our global social and economic challenges.

We are a fast-growing, and fast-moving international team who value collaboration, innovation, and lifelong learning in our mission to unlock greatness in educators, their students, and our people.

We have offices in Melbourne, Sydney, Chicago, and in SE Asia. We connect, collaborate, and operate as a truly global company. We have experienced tremendous growth since we launched and now have over 700 employees (Keypathers!) across the globe.

Keypath Education Australia has a distributed workforce, which means you can find us working from Perth to Adelaide to our head office in Melbourne. We put our people first, so you can choose where you want to work from, including from home, in the office or both.

Job Description

This is what you'll be doing as our Student Success Advisor

Become a trusted adviser.

Working with your portfolio of enrolled students, you will proactively provide coaching support and troubleshoot at-risk issues to help students achieve their educational

goals from initial course commencement through to graduation. via. phone, email and web chat.

Supporting students with study path management to create the most efficient study path.

Driving re-enrolment into new programs that support our students' goals.

Build a detailed knowledge of our University partners and the course offerings, through supported training and research.

Qualifications

A little bit about you

We are looking for great people who share our passion for education and who want to focus on our students by providing them with an amazing experience throughout their education journey. We are specifically looking for people with:

Sales skills: To support student retention, drive re-enrolment and overcome objections commonly faced by students studying online.

Relationship building skills: To build and maintain relationships with students that allow you to fulfil the role as their trusted adviser.

Customer service skills: To provide a brilliant student experience by supporting students towards study success.

Goal-Driven: Experience working towards KPIs and financial targets, and who share the Keypath values of collaboration, commitment, innovation, and life-long learning.

Please note this is a full-time position with a standard 38 hour working week. The core work hours are Monday to Friday 9am – 7pm on a rotating roster.

Additional Information

Benefits and Rewards

Competitive Package: Base salary, plus Superannuation with uncapped commission!

Comprehensive online remote training

Our IT team sends you everything you need to be successful in your role including a

laptop, monitors, keyboard and mouse.

Internet Allowance to support you working from home.

A supportive and clear pathway for career progression and career development. Ask our team about our Future Leaders Academy, Learning Labs, and upskilling with LinkedIn Learning.

Paid Mental Health days to empower you to take rest and relaxation to support your health and wellbeing.

Toolkits focused on Digital Health and Mental Health including access to Headspace.

We are always looking for **Key-players** so if you are passionate about making a meaningful impact and are ready to unleash your greatness, we'd love for you to join our team!

So why Keypath?

Be you and belong:

Sure, anyone can tell you how good their company culture is, but we encourage you to read all of our SEEK reviews to form your own opinion. We also have AWEI Bronze Employer for LGBTIA inclusion, ranked #10 Best Place To Work Australia© for the past two years, and a Gallup Employee Engagement Score of 4.37.

A caring and engaged Global CEO who replies to all Glassdoor reviews personally.

A dedicated D&I committee

A vibrant culture club dedicated to ensuring your employee experience is the best it can be!

We listened to our people and moved to a distributed workforce. So, you can work from your home office or in the office, if and when you choose.

Join the global edtech boom

We're a leading EdTech company in a booming industry.

You'll have the opportunity to innovate and collaborate with global peers and mentors, as we rapidly expand into new markets and with new partners, globally.

Supported to be your best

We offer discounted study opportunities through our University partners and ongoing in-house training opportunities.

As we grow, so do your career-path opportunities. If you're looking to develop into a leader or have passions and interests in other functions, you've come to the right place.

Make an impact

We have a bold vision to transform education and transform the world.

We're helping to upskill and reskill over 30,000 people globally.

Our programs are purposefully designed to meet the needs of the future of work, helping to solve our future economic and social challenges.

Want to make a difference in the world? Become a Keypather.

We strongly encourage applications from Aboriginal and/or Torres Strait Islander peoples, people from Culturally and Linguistically Diverse Backgrounds, People with Disability, and people from the LGBTQIA+ Community. If you have any adjustments, support or access requirements that may help make the recruitment process more inclusive for you, please let us know at the time of application. You are also welcome to share your pronouns with us at any point throughout the process.

*Due to the high volume of applications, only shortlisted candidates will be contacted. In addition, we are only able to consider applicants based in Australia and are not able to provide visa sponsorship at this time. Thank you for your understanding.

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