

## Student Success Information Advisor

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Company: Pearson

Location: Melbourne

Category: Other-General

**\*\*About the Role:\*\*** The Student Success Information Advisor is responsible for supporting students through delivery of high-quality support and information to students across a portfolio of programs. Focusing on the seamless transition for students starting from new student onboarding, Student Success Information Advisor provides in depth information to students about their program and the online learning experience, and act as a core contact point for all inbound enquiries, as well as quality and timely actioning of administrative processes.

With Retention and on-time graduation objectives, Student Success Information Advisor works closely with the Student Success Progression team to ensure students are making informed decision about their studies.**\*\*Why Pearson Online Learning Services\*\*** POLS Australia partners with leading Australian Universities and assists them to acquire and retain students for online programs that deliver scale and accessibility through a flexible and highly desirable student experience.

POLS Australia provides online learning services including marketing, student recruitment, learning design and development, teaching delivery, training and ongoing student support. Every member of our team responds positively to breaking new ground and are willing to challenge current practice and to be challenged themselves.

**\*\*To be successful, you will have the following skills and experience\*\*\*\*Mandatory\*\*+**  
Experience in high volume customer service/customer resolution/student services following

customer/student centric processes and support levels + Experience building relationships with customers/students and internal stakeholders, through excellent communication skills and proficiency with Microsoft Office and IT systems + Effective team player who is keen to drive their own success and the success of the students + Ability to communicate and collaborate with people from a diverse range of cultural, educational, and professional backgrounds\*\*Preferable\*\*+ Higher Education experience and/or knowledge of the Australian education sector + Experience in Salesforce CRM+ Excellent presentation skills and/or experience delivering to large audiences in an online environment e.g.

webinars+ Experience working in corporate or call centre environment \*\*Our\*\* \*\*purpose\*\* at Pearson is to help everyone achieve their potential through learning. At the heart of this is a commitment to sustainable practices and meaningful, measurable outcomes.

**Our company:** Pearson was founded in 1844 and has been built on our ability to grow with and adapt to a constantly evolving market. Our 20,000+ employees are dedicated to creating the high-quality, digital-first, accessible and sustainable resources for lifelong learning.

**Flexible working:** Pearson is committed to hybrid working practices. **Diversity:** At Pearson we value the power of an inclusive culture and a strong sense of belonging.

We promote a culture where differences are embraced as strengths and opportunities are equal and accessible. \_If you are as passionate as we are about changing lives through learning, then help us to learn more about you and why you want to work with Pearson.

Click 'Apply Now' to create your application online.\_ **Job:** LEARNING DELIVERY

**Organization:** Virtual Learning **Schedule:** FULL\_TIME **Req ID:** 9150

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