



**English Path Head Office**  
891 Greenford Road,  
Greenford, London,  
United Kingdom, UB6 0HE  
[info@englishpath.com](mailto:info@englishpath.com)  
+44 20 4534 0788

## JOB DESCRIPTION

**JOB TITLE:** Student Services Assistant

**REPORTS TO TITLE:** Centre and Academic Manager

**BUSINESS FUNCTION/ SUB-FUNCTION:** Student Services

**LOCATION:** 36 Victoria St, Toronto, ON M5C 1H3

### **ABOUT ENGLISH PATH:**

English Path is a rapidly growing, global English language school and pathway provider that empowers students of all ages through language learning and cultural experiences. English Path has expanded significantly since its foundation, establishing modern campuses, and professional learning environments in the UK, Europe, North America, and the Middle East.

We provide a diverse range of courses, including General English, Academic and Exam preparation, and Professional Certificate programmes. Our curriculum is designed to not only encourage students to enhance their language skills, but also facilitates immersion into the local culture through themes which connects the classroom to social activities which take place after classes and are a key part of our offer.

We also offer additional ancillary services such as high-quality accommodation, student insurance and transfers. By joining English Path, you will be immersed in a talented, passionate, and dynamic group of professionals who are focused on one clear vision; to transform lives through education. Find out more about us here: [www.englishpath.com](http://www.englishpath.com).

### **MISSION:**

To create the world's most accessible and innovative English language school that changes lives through education that makes a fundamental difference to living standards

### **VISION:**

To change lives through education that makes a fundamental difference to living standards and access to learning.

### **ROLE PURPOSE:**

The Student Services Assistant is a customer-service role that represents the first point of contact for students when they arrive. A member of the Student Services team is available at all times for current or prospective students with general enquiries. Working with the student services team across all sites, you will be responsible for seeking out areas where the school could improve on its service delivery proposition and driving and implementing change.

### **ROLES AND RESPONSIBILITIES:**

#### **STUDENT SATISFACTION:**

- Meet and greet new students on their first day as part of their school orientation program.
- Promote a customer service focused culture across the school which results in student satisfaction and retention.
- Remain available throughout the day for questions from students regarding their courses, accommodation, and general wellbeing.
- Help to manage problems or complaints efficiently and effectively with support from the wider student services team.
- Offer responses to students in a timely and helpful manner.
- Ensure student feedback is obtained and acted upon in order to maintain the highest levels of satisfaction.
- Manage post-arrival service issues and liaise with EP head office team as appropriate.
- Actively assess and monitor the impact of Student Services across the school, making constant improvements based on feedback and anticipated changes in the market.

### **GENERAL ADMINISTRATION:**

- Respond to walk-in and locally received telephone enquiries in reception.
- Assist other administrative colleagues in collecting student attendance data, communicating with absentees, and keeping the school's system up to date with all student information.
- Ensure service level agreements are met at all times, both internally and externally.
- Deal with visitors or guests as and when required as per the school's policy.
- Develop a sound working knowledge of the company database, following the policies and processes set out.
- Enrolls walk in students for their school onto the CRM.

### **ADMINISTRATIVE DUTIES:**

- Assist other administrative colleagues in collecting student attendance data, communicating with absentees, and keeping the school's system up to date with all student information.
- Deal with visitors or guests as and when required as per the school's policy.
- Develop a sound working knowledge of the company database, following the policies and processes.
- Prepare welcome packs for new students.
- Update and maintain the school database with student details.
- Check that students have valid ID cards & visas where applicable.
- Ensure that all students have up-to-date contact details, immigration records and a suitable visa to legally study at the school, that all student documents are scanned and uploaded, and all passport and visa information is inputted.
- Take part in the weekly emergency phone Rota.
- Assist with all accommodation duties as required.

### **ACTIVITY PROGRAM:**

- Work with the Student Services Officer to ensure a full week of fun engaging activities are planned.
- Ensure communication about weekly events is clear and concise.
- Attend some social program events. **Note:** Some evening and weekend work may be required during busy periods.

### **ESSENTIAL SKILLS AND EXPERIENCE:**

#### **EXPERIENCE:**

- Relevant experience within the Education sector (desirable)
- Experience working in a Customer Service role (desirable)
- Fluent in English (essential) and another language (desirable)
- Excellent administrative and organizational skills
- Professional telephone manner combined with a high level of spoken and written English
- Excellent communication skills
- Excellent team worker with the ability to negotiate and compromise
- Accuracy, attention to detail and a methodical approach
- Good working knowledge of Microsoft Office packages
- Ability to find and present solutions to achieve customer satisfaction
- Ability to demonstrate international and cultural sensitivities

#### **We are looking for people with the following behaviours and attributes:**

- Confident, enthusiastic, empathetic, and friendly
- Flexibility and a positive attitude
- Approachable and friendly manner
- Goes the extra mile
- Takes ownership
- Address issues positively
- Communicate proactively

- Are active listeners
- Are respectful and value students, parents and other customers.

**BENEFITS:**

- Continued Professional development opportunities
- Medical Insurance
- Access to mental health support and advice
- Career advancement opportunities

**OTHER INFORMATION:**

The Student Services Assistant will also be expected to demonstrate their commitment:

- To EP's values and regulations, including equal opportunities policy.
- EP's Social, Economic and Environmental responsibilities and minimise environmental impact in the performance of the role and actively contribute to the delivery of EP's Environmental Policy.
- To their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the campus.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned.*