



Position Details			
Business Entity	Kaplan Professional	Department	Student Experience
Job Title	Manager, Student Resolutions	Location	Sydney
Reports To	Head of Student Experience	Direct Reports	3

Overall Purpose

The Student Resolutions Manager is responsible for leading and managing a service team accountable for the resolution of complex student cases across Kaplan Professional products.

Key Responsibilities

- Manage, coach and support the student resolutions team
- Oversee management and resolution of complex student cases
- Act as a technical resource on detailed matters
- Embed best practice of student centric practices
- Responsible for the development and ongoing enhancement of case management standards and quality ensure processes to ensure a consistent model of service delivery
- Trend analysis and reporting accountabilities
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

Qualifications and Skills

Essential

- Management of service delivery and dispute resolution management in an educational environment
- Superior customer service and stakeholder management skills
- Analytical, problem solving skills
- Experience managing quality assurance processes
- Advanced reporting and data analysis skills
- High level oral and written communication skills
- Effectively manage and prioritise team workflow in a fast paced environment
- Able to adapt to new and changing technology
- Strategic thinking and commercial acumen
- Demonstrated focus on continuous improvement

Desirable

- Working knowledge of Salesforce and learning management system
- Detailed knowledge of regulatory requirements in the education sector
- Experience in financial services sector

Employee Signature _____

Date _____

Manager Signature _____

Date _____