



## ***Support Service Coordinator***

GateWay Scholars Institute of Education is seeking a Support Service Coordinator to join us. The Support Service Coordinator is the front line of customer support for our students. The Support Service Coordinator acts as an advocate for our students while also supporting schools, host families, and parents. The Coordinator needs to ensure student well-being and timely communication with parents, and strive to provide a program environment in which every Gateway Scholars student will experience success and has the opportunity to reach and surpass their educational goals. The position also requires occasional late hours to cover evening communication with overseas offices.

### **Responsibilities:**

- Be available for the student when in need
- Determine academic and residential needs for assigned students within a region
- Track academic progress in consultations with school teachers, guidance counselors, tutors, and host families
- Make necessary plans for tutoring, guidance or personal support as needed
- Perform and document monthly check-ins with the students and schools
- Attend school/community events and graduations as needed
- Actively collect real-time data of students' successes and share with the team on an ongoing basis; includes matriculation information or any other success stories
- Mediate host family/student/parent communication to resolve issues proactively

### **Required Skills and Abilities**

- Strong written and verbal communication skills both in Mandarin and English
- Great interpersonal skills and ability to handle stressful and urgent cases
- Familiarity with U.S private high schools and colleges and their admission process
- Is a quick learner
- Attention to details and organizational skills
- Ability to remain positive and be customer service orientated
- Ability to work independently as well as in a team
- Demonstrated ability to manage multiple projects and deliver service on time
- Flexibility and willingness to work and communicate outside normal business hours
- Passion for international education

### **Contact Information**

**Mr. Kenny Dai**

**Email: [Kdai@gatewayscholars.com](mailto:Kdai@gatewayscholars.com)**

**[www.gatewayscholars.com](http://www.gatewayscholars.com)**