



## Success consultant

- OneOnOne English is an edtech startup based in Vietnam looking to disrupt English language instruction in South East Asia. OneOnOne English provides online ESL courses to children aged 4-12 by connecting young learners with North American teachers in virtual classrooms designed to optimize learning. OneOnOne English's vision is to become a leading education platform that provides quality language instruction and enrichment in SEA.
- At OneOnOne English we're looking for a **Success Consultant**. The type of people we are looking for are people who know how to build and iterate on things quickly, enjoy fast-paced environments, loads of responsibility, can operate in ambiguity, and are overall super cool dudes/dudettes.

### Job description

Your responsibilities include the following job areas, but are not limited to:

#### Academic Success

- Manage class scheduling and booking
- Manage student reports, assessments, level checks, and study plans
- Translate materials from English to Vietnamese for parents and students
- Plan and implement parent on-boarding to make sure classes run smoothly from the first interaction with One On One English.
- Handle customer complaints and objections
- Handle general customer service inquiries

#### Getting Referrals and Renewals

- Getting referrals and renewals One On One English services by telesales and direct sales
- Helping develop our script
- Be able to work independently as well as in a team
- Manage students' documents and make reports

### Requirements

- Experiences: at least 1 year in sales and customer services in education, real estate, insurance, bank, retailer...
- Result oriented, listening skills, empathy, negotiation and close sale and aggressive.
- Good at communication in English, at least intermediate level

## Benefit

- Remuneration commensurate with market and candidate's qualifications
- 12 days annual leave and 12 days working at home
- Being part of a hip, cool start-up
- Changing the education landscape in SE Asia
- A nice office on Truong Dinh (D3)
- and more!

## Why you'll love working here

- Friendly and funny colleagues (and free snacks!)
- Opportunities for promotion, career development, and mentorship
- Dynamic, fast-paced, professional, fun and exciting start-up work environment

Apply right now and join One on One English Family !

Send your CV to : [recruitment@1on1english.vn](mailto:recruitment@1on1english.vn)

Hotline : 0979 083 576 – Ms. Tu

