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INTS CONSULTING - Global Sales Support Specialist - Mandarin Speaking

Hiring organization
INTS Consulting

Date posted
2023-07-21

Description The Company

The International Language Academy of Canada (ILAC) is one of the best-recognized English language schools in Canada and is known for its students' diversity (our students come from over 75 countries), quality of teaching, and exceptional customer service. Our ambassadors speak over 40 languages and will make sure our students have the best possible experience throughout their learning experience.

Established in 1997 ILAC is one of the leading English Language providers in international education located in Toronto and Vancouver. Our mission is to provide the highest quality service, support and opportunities to our customers and employees. We provide English language training as well as professional certificates and diplomas to thousands of international students every year.

We have been voted #1 English School in Canada and have been recognized as one of the most awarded English schools in the world.

Overview of the Role & Team:

We are looking for you, highly motivated, organized, customer focused, driven and goals oriented individual. The **Global Sales Support Specialist** for ILAC will report directly to the Head of Sales Support and work across the ILAC matrix closely with the Recruitment Managers, the Accommodation department and School Operations providing the highest quality experience to all our agents during the pre-arrival admissions process.

As a Global Sales Support Specialist you are expected to answer student and agencies inquiries, process registration applications, and issue the appropriate documents accordingly. The Global Sales Support Specialist reviews all admission documents, creates student profiles and file them appropriately in the database. Most importantly, provide a top-notch customer service to all stakeholders.

Responsibilities and Duties:

- Respond to all agents inquiries and questions regarding the ILAC programs and its admission requirements and policies
- Process all student applications for specific markets, ensuring the right prices and promotions, and adhering to the program admission requirements, for both Toronto and Vancouver
- Work closely with the compliance team to ensure compliance with the ministry requirements with regards to admission
- Work closely with all Sales and Recruitment directors, keep them up to date with all changes and updates regarding admission, and remain updated on all promotions and reseller discounts in their respective market
- Monitor offers and enrolments, and keep the team up to date for planning

