

Job ID: LAN017

Job Title: Learner Experience Officer / LXO

Job Location: Remote

Role Overview

We are looking for a proactive and communicative individual to join our team as a Student Relationship Officer. The primary objective of this role is to act as a dedicated point of contact for our students, ensuring their concerns are heard and resolved while maintaining a high level of engagement through consistent outreach.

Key Responsibilities

- **Student Engagement:** Actively connect with students to build rapport and ensure they feel supported throughout their journey.
- **Feedback Management:** Systematically collect feedback from students regarding their experience, classes, and facilities.
- **Issue Resolution:** Identify student problems and ensure they are properly informed/escalated to the internal team for resolution.
- **Communication Loop:** Provide timely updates to students regarding the status of their queries or any changes in the institution.
- **High-Volume Outreach:** Maintain a high level of daily activity, including making approximately 60 to 80 dialed calls per day to check in on the student community.

Requirements

- **Excellent Communication:** Ability to speak clearly and empathetically with students.
- **Problem-Solving Skills:** A knack for understanding issues and relaying them accurately to the right departments.
- **High Energy:** Ability to handle a high volume of outbound calls (80+ daily) while maintaining a positive attitude.
- **Organizational Skills:** Proficiency in tracking feedback and ensuring no student query goes unanswered.

Daily Targets

Dialed Calls: 60–80 calls per day.

Feedback Logs: Daily reporting of student concerns and feedback trends.