

SHANGHAI AMERICAN SCHOOL

JOB DESCRIPTION

TITLE: COMMUNITY OFFICER
SCALE: Expat Support Staff Salary Scale
CONTRACT DAYS: 210

POSITION SUMMARY:

The Community Officer will be primarily responsible for outreach and external relations to help generate inquiries and applications for the admissions funnel. Main areas of focus include: 1) business development of high potential families, feeder organizations, and other community partners, 2) event management, and 3) team development in school and market knowledge as well as sales and service skills. This is a cross-campus role.

SUPERVISED, EVALUATED BY & REPORTS TO:

Director of Admissions and Enrollment (DOA+E)

QUALIFICATIONS:

- Bachelor degree in Education, Business Administration, or related field
- Min. 5 years experience in a customer facing role such as sales or service
- Ability to plan, organize and execute events effectively
- Ability to lead projects and manage team resources well
- Excellent communication, interpersonal and intercultural skills to work cooperatively with diverse stakeholders
- Knowledge of education and the marketplace using a local and global lens
- Ability to work in a high volume and fast paced environment
- Excellent native-level written and oral English

PERFORMANCE RESPONSIBILITIES:

- Assist the DOA+E in understanding the customer journey and crafting a data-informed, systematic approach to application conversion
- Collaborate with Marketing to effectively promote the school and generate leads
- Oversee the school's tour and outreach program
- Liaise with high potential inquiries and where needed, process those applications
- Stay abreast of SAS program and market developments
- Help ensure the Admissions team is proficient and consistent in knowledge, message and delivery, and any parent volunteers are well trained, if applicable
- Grow and maintain a databank of corporate and institutional partners
- Be proficient with any CRM system employed by the school
- Project manage New Student and Family Orientations
- Liaise with the PTSA and divisions to onboard new students and families
- Oversee external communications for the Office
- Additional duties as assigned

SAS BELIEVES:

- That each employee makes a significant contribution to our success
- That contributions should not be limited by the assigned responsibilities

Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor SAS to only the work identified. It is the expectation of the school, that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.

How we see the world is how we experience the world

We believe that diversity, equity, and inclusion enrich our community and create a sense of belonging that compels each of us to grow. Therefore, we commit to a journey of community growth that is grounded in best and sustainable practices rooted in our mission and core values. We seek individuals who are ready to contribute to such an environment.

Child Protection at SAS

Shanghai American School, in keeping with our core values and vision statements, has a Child Protection Policy that guides our faculty, staff, and families in matters related to the health, safety and care of children in attendance at our school. By accepting employment at SAS, all faculty and staff agree to work in partnership with the School and abide by the policies adopted by the SAS Board.

With this in mind,

- Applications will be thoroughly and rigorously screened in line with our strong commitment to all aspects of child protection and safeguarding.
- Shanghai American School reserves the right to withdraw an applicant's candidacy at any time should information be forthcoming that may suggest the candidate is not suitable to progress in the process.
- Shanghai American School reserves the right to withdraw an applicant's candidacy if current and former supervisor references are not provided.
- Hiring is contingent upon successful criminal background checks.

Applicants are asked to apply as early as possible, as Shanghai American School reserves the right to close the selection process at any time.