

JOB DESCRIPTION

Designation	Engagement & Experience Associate (TP Career Kickstarter)
School/Department	Student Support & Career Services
Number of Position	1
Duration	12 months

Key Responsibilities
<ul style="list-style-type: none"> • Lead customer interactions at Connexions@TP, ensuring every customer has an exceptional experience with personalised service. • Manage multiple enquiry channel, including in person enquiries • Contribute to student services studies and help identify practical service improvements • Assist in daily operations of the service centre to ensure efficiency • Support System User Acceptance Testing (UAT), focusing on the student portal and app experience • Support staff wellness peer-support drop-in hours, providing guidance to students on navigating school life and referring them to appropriate campus services when needed.

Prerequisites
<ul style="list-style-type: none"> • Qualification in any discipline. • Aptitude in customer service and tech-savvy. • Interest in wellness programmes. • Strong written and verbal communication skills. • Effective presentation skills. • Good interpersonal skills with the ability to collaborate across teams. • Analytical thinking with attention to detail. • Able to manage multiple priorities and meet deadlines. • Pleasant personality with a positive attitude and willingness to learn. • Able to work independently with minimal supervision when required.