

## Account Support Officer

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Company: Fuzu

Location: Nigeria

Category: business-and-financial-operations

### Job Summary

Contract Type:

Sign up to view job details.

### What you Bring to the Table

The candidate should ideally have at least 3+ years of experience in sales/ customer support

Experience working with educational consultants and or postsecondary institutions directly; considered a bonus

Possess efficient document processing and office productivity skills

The candidate should have strong verbal and written communication skills.

A self-starter with an aptitude for managing and prioritizing multiple tasks with attention to detail to ensure information accuracy

Exceptional problem-solving skills under ambiguous circumstances to ensure you provide the best outcome for our students while maintaining integrity with our partner relationships

Experience working with a CRM; considered an asset

### Responsibilities

On a daily basis, represent the ApplyBoard brand to promote our platform and services to Recruitment Partners onsite

This is a high performance, individual contributor role with the primary task of serving the Enterprise Recruitment Partners, helping them with student application tasks, which will drive the sales conversion and provide an A+ experience

Be a single point of contact with the assigned Recruitment Partners providing top-notch dedicated support

Proactively work with internal and external stakeholders to ensure student success

Train and guide agents to improve the quality and volume of international applicants, ensuring top quality

The role will require local travel

The role will include Inbound/Outbound calling; Recruitment Partner visits to ensure an end to end hassle-free experience

Communicate with our partner school to cultivate positive relationships and clarify application processing ambiguities.

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