



Stamford American
INTERNATIONAL SCHOOL

JOB DESCRIPTION

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	Inquiry Manager	Reference: FEB2024ADM
Function/Department	Admissions & Marketing	Location: Stamford
Manager Name & Title	Senior Manager, Inquiry	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

Inquiry Managers act as the first point of contact for all new parent inquiries received via telephone / email / website, open days, or walk-ins, to provide efficient data capture while providing excellent customer service experience. The success of this role is measured by the number and proportion of inquiries captured and that progress to appointment with an Admissions Manager and/or to Application status. Accountable for the level of customer service provided, the promptness and efficiency of the inquiry handling process, and the accuracy of lead qualification and quality of data capture. The inquiry team is the first impression of the school and should facilitate a seamless transition throughout the admissions process, creating a positive experience for new families.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with whom they come into contact will be to adhered to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

Main Responsibilities:

- ☐ Make Appointment: Schedule, confirm timing for personal tours/virtual consultations for Admissions Managers.
- ☐ Capture and qualify parent inquiries, student data, and communications into CRM systems.
- ☐ Manage inquiry pipeline –Receive, log and promptly follow-up on all inquiries.
- ☐ Log activities (calls/emails) into CRM system as part of inquiry management.
- ☐ Attend to all incoming calls and follow up with missed calls to the Admissions hotline.
- ☐ Manage Direct Applications including Agent Applications promptly.
- ☐ Produce and circulate New Joiner Reports, working with Admissions Managers and School Offices to ensure Schools are prepared for new arrivals.
- ☐ Co-ordinating with the Admissions Team to ensure that staff are always available to meet New Joiners and take them to class or school office.
- ☐ Assist during events (Open House, Virtual Open House, External Events) inquiries and with group tours.
- ☐ Assist with operations on major school events (Orientation, 1st day).
- ☐ Attend Events on behalf of the Admissions Department, drive inquiries to the school.
- ☐ Maintain reputation for superior customer service.
- ☐ Liaise with different parties (admissions manager, security) to ensure families have an amazing visit to Stamford
- ☐ Other duties as required by the Senior Manager and/or Director of Admissions & Marketing.



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Position Requirements

- ☐ Excellent verbal (telephone) and written communication skills
- ☐ Prior experience of managing direct customer contact, ideally gained in a customer service or sales role in a multi- cultural environment.
- ☐ Outstanding time management and organization skills
- ☐ High levels of accuracy and attention to detail
- ☐ Knowledge of the US educational system or IB curriculum a plus
- ☐ Result oriented and driven by successful outcomes.
- ☐ Experience in use of multiple customer database, CRM tools and digital / online platforms
- ☐ Must have outstanding, native level communication skills in English, both spoken and written.
- ☐ Proficiency in a second language (e.g. Mandarin, Japanese language, Korean language) is desirable to communicate with parents from Mandarin speaking countries, Japan or Korea
- ☐ Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion

Qualifications

- ☐ Bachelor's Degree
- ☐ Previous Sales or Customer Service Experience

Contacts

- ☐ Direct reporting to Senior Manager, Inquiry
- ☐ Liaise with School Admissions and Applications teams.
- ☐ Customer facing role

Working Conditions

- ☐ School Environment
- ☐ Prepared to put in extra hours when necessary.
- ☐ Work effectively and collaboratively in a team

Terms of Employment

- ☐ Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- ☐ Annual Leave: 21 working days
- ☐ Medical Benefits: Medical insurance provided where applicable
- ☐ Sick Leave/Hosp: 60 days hospitalization leave including 14 days sick leave
- ☐ Probation Period: 3 months from date of commencement
- ☐ Referee request: Required
- ☐ Background Check: Required

Stamford American International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Pre-employment background checks are mandatory and appointments are strictly subject to confirmation that all reference and background checks are completed to the satisfaction of Cognita, Stamford's parent organization.



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We are an equal opportunity employer and disallow discrimination of age, ethnic origin, nationality, gender, religion, sexual orientation, family status, pregnancy, marital status, medical or mental health history, physical characteristics or disability. We welcome applications from all qualified candidates.

Please note that only shortlisted candidates will be notified.