

# Assessment Coordinator

Institute of International Education

Bangkok, Thailand



## Job description

### Job Title:

**The Assessment Coordinator** is responsible for direct contact with the institutions, schools and organizations, that have agreements with IIE. S/he provides support to the Assessment Team by updating databases, directing customers on proper procedures, and dealing with incoming requests. S/he assists with the daily operations of the team, complying with policies and requirements to maintain client satisfaction.

### Essential Functions:

- Assists with daily operations for customer service, providing assistance and guidance to current and potential clients by phone, email or in person.
- Registers requests from current and new clients into internal database.
- Research and schedule meetings with potential clients, developing sales presentations for IIE's range of products. May generate new business to meet sales goals.
- Scores test and processes packages as needed.
- Notifies responsible team member(s) of incoming payments and provides follow up information on invoices approvals and cancellations.
- Assists with internal administration of the Assessment team.
- Performs other duties as assigned.

***The Institute of International Education ("IIE") has a hybrid work environment that allows team members a combination of in-office work and telework at any of the locations listed above.***

## JOB REQUIREMENTS

Education and Work Experience:

- Requires a bachelor's degree and no prior work experience.

### Required Knowledge, Skills and Abilities:

- Attention to detail.
- Proven ability to work under strict procedures.
- Demonstrated ability to interact with clients.
- Demonstrated ability to process workload with multiple priorities.
- Fluency in Thai and English languages, both written and oral, required.

**Preferred Knowledge, Skills and Abilities:**

- At least one year of administrative and customer service experience in a professional office environment, preferred.
- Familiarity with the local education system, a plus.
- Excellent interpersonal and communications skills, both written and oral, preferred.
- Technical skills, preferred.

**Work Conditions & Physical Demands:**

Essential functions are performed in a general office setting with low noise. Job demands may require long periods of sitting; telephone work and/or computer work, as well as interactions with other team members and external stakeholders. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. IIE is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

Interested candidate, please send your CV and supporting documents related to your working experiences and education to:

**Khun Sinchai Lekwanitchakul, Assessment Account Manager**

**Email: [SLekwanitchakul@iie.org](mailto:SLekwanitchakul@iie.org) by August 18, 2024**