



<b>Job Title:</b>	<b>STUDENT-TEACHER LIAISON (STL)</b>
<b>Department/部门:</b>	Operations/运营部
<b>Location/工作地点:</b>	218 Nguyen Van Huong, An Khanh Ward, HCM
<b>HR Contact/联系方式:</b>	human.resources@nihaoma-mandarin.com

Welcome to Ni Hao Ma - Mandarin Learning Lab (NHM VIET NAM), an international EdTech Company dedicated to delivering a world-class Mandarin learning experience to all learners.

欢迎加入 *Ni Hao Ma - Mandarin Learning Lab (NHM VIET NAM)*, 一家致力于为所有学习者提供世界一流中文学习体验的国际教育科技公司。

Our mission is to empower learners to explore, engage, and excel in the language and culture, anytime, anywhere.  
我们的使命是帮助学习者随时随地探索、参与并精通中文语言与文化。

At NHM VIET NAM, we envision becoming a top-of-mind Mandarin learning community where learners of all levels can connect, support, and inspire each other.

在 *NHM VIET NAM*, 我们的愿景是成为首选的中文学习社区, 让不同水平的学习者能够相互连接、支持并彼此激励。

Our core values include joyful and shared experiences, modern and trendy Mandarin, a trusted environment, and thoughtful service.

我们的核心价值观包括: 快乐与共享的学习体验、现代与潮流的中文学习方式、值得信赖的学习环境, 以及用心周到的服务。

With NHM VIET NAM, expect unique and enriching learning experiences that set us apart.

加入 *NHM VIET NAM*, 您将体验到与众不同且丰富多元的学习旅程。

If you enjoy working in an international, professional, and dynamic environment, join us on this exciting journey!

如果您热爱在国际化、专业且充满活力的环境中工作, 欢迎加入我们, 共同开启这段精彩的旅程!

## Job Description

### ROLES AND RESPONSIBILITIES

The Student-Teacher Liaison (STL) plays a key role in ensuring smooth classroom operations, managing student progress, and facilitating parent-teacher communication.

学生与教师联络专员 (STL) 在确保课堂顺利运作、管理学生学习进度以及促进家校沟通方面发挥关键作用。

The STL supports teachers, assists with student engagement, and collaborates with the Student Care (SC) team to optimize retention and re-enrollment.

STL 协助教师开展教学, 提升学生参与度, 并与学生关怀 (SC) 团队合作, 以优化留存率和续报率。

### Key Responsibilities/主要职责:

- **Communication & Reporting:** Serve as the main communication bridge between teachers, parents, and the SC team. Report updates to the Teacher Coordinator regarding student progress and classroom operations.

沟通与汇报:作为教师、家长与 SC 团队之间的主要沟通桥梁,定期向教学协调员汇报学生进度及课堂运营情况。

- **Classroom & Academic Operations: Assist in class scheduling, attendance tracking, and lesson execution. Support teachers inside the classroom to ensure a productive learning environment.**  
课堂与教学运营:协助安排课程、跟踪出勤情况及课程执行;在课堂内支持教师,确保高效的学习环境。
- **Parent Communication & Student Support: Act as the primary liaison with parents, provide academic updates, and conduct parent-teacher meetings. Use Chinese proficiency to engage Mandarin-speaking parents when needed.**  
家长沟通与学生支持:作为与家长沟通的主要联系人,提供学习反馈并组织家长会;在需要使用中文与华语家长沟通。
- **Retention & Re-Enrollment Strategy: Identify at-risk students, develop intervention plans, and work closely with the SC team to align on re-enrollment efforts. Track student retention rates and report monthly updates.**  
留存与续报策略:识别潜在流失学生,制定干预方案,并与 SC 团队紧密合作推进续报;跟踪留存率并进行月度汇报。
- **Event & Engagement Coordination: Support and execute academic events, workshops, and cultural activities that enhance student engagement and motivation.**  
活动与参与度管理:协助组织并执行学术活动、工作坊及文化活动,以提升学生参与度与学习动力。
- **Quality Control Assistance: Ensure that teachers follow lesson plans, complete evaluations, and maintain high teaching standards. Provide feedback on academic risks and student progress.**  
质量管控支持:确保教师按教学计划授课、完成评估并维持高教学标准;对学习风险及学生进展提供反馈。

#### **KPI & Performance Target/绩效指标与目标:**

- **Retention Rate: 90%**  
留存率:90%
- **Re-Enrollment Rate: Optimize intervention strategies for high student retention.**  
续报率:通过优化干预策略提升学生留存。
- **NPS (Customer Satisfaction Score): 8-9**  
客户满意度(NPS):8-9
- **Academic Success Rate: Ensure 90% pass rate for HSK exams.**  
学业成功率:确保 HSK 考试通过率达到 90%。
- **Parent Engagement: High response and satisfaction from parent-teacher meetings.**  
家长参与度:家长会反馈积极且满意度高。

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS/任职资格与教育背景**

- **Bachelor's in Education, Business Administration, or a related field.**  
教育学、工商管理或相关专业本科及以上学历。

- 1+ years in academic operations or teaching support roles.  
至少 1 年教学运营或教学支持相关经验。
- Fluency in Chinese and basic English.  
中文流利, 具备基础英语能力。
- Proficient in OOOLAB or similar classroom management tools.  
熟练使用 OOOLAB 或类似课堂管理工具。
- Strong organizational and problem-solving skills.  
具备良好的组织能力和问题解决能力。

### WHY SHOULD YOU APPLY?

- Excellent personal growth aligned with your career orientation.  
提供与个人职业发展方向相匹配的成长机会。
- International and professional working environment.  
国际化且专业的工作环境。
- Friendly, dynamic, and supportive teammates.  
友好、充满活力且互相支持的团队。
- Competitive salary.  
具有竞争力的薪资待遇。

### HOW TO APPLY?

Send your CV or resume to email: **human.resources@nihaoma-mandarin.com** with title **[Nihaoma] - Position - Full name**. For further information about Ni Hao Ma - Mandarin Learning Lab, kindly email us.