Job Title:	**STUDENT-TEACHER LIAISON (STL)**
Department/部门**:**	Operations/运营部
Location/工作地点**:**	218 Nguyen Van Huong, An Khanh Ward, HCM
HR Contact/联系方式**:**	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, facilitating parent-teacher communication, and supporting student retention and re-enrollment.

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、促进家校沟通，以及支持学员留存与续报方面发挥关键作用。

Key Responsibilities/主要职责**:**

1. Student & Parent Communication / 学员与家长沟通

- Maintain regular and proactive communication with students and parents regarding attendance, learning progress, academic feedback, and class arrangements.
- Respond to inquiries, follow up on concerns, and coordinate with teachers to provide appropriate student support.

- Report unresolved concerns, complaints, or student-related issues to the Senior STL.

定期、主动地与学员及家长沟通出勤、学习进度、教学反馈及课程安排等事项。及时回复咨询、跟进相关问题，并与教师协调，为学员提供适当的支持。对于尚未解决的问题、投诉或学员相关情况，应及时向 *Senior STL* 汇报。

2. Student Data & OOOLAB Management / 学员数据与 ***OOOLAB*** 系统管理

- Maintain accurate and up-to-date student records on OOOLAB, including attendance, student status, class information, remaining lesson credits, and learning feedback.
- Promptly update records whenever changes occur and regularly verify data accuracy against actual class operations.
- Report data discrepancies or system issues to the Senior STL.

负责维护 *OOOLAB* 系统中的学员档案，确保出勤记录、学员状态、课程信息、剩余课时及学习反馈准确并及时更新。相关信息发生变化时，应及时更新系统，并定期核对数据与实际情况是否一致。如发现数据差异或系统问题，应及时向 *Senior STL* 汇报。

3. Class & Attendance Management / 课程与出勤管理

- Maintain accurate class schedules, student and teacher assignments, and lesson information.
- Monitor attendance, follow up on absences, and coordinate make-up classes or schedule changes with relevant parties.
- Promptly report recurring absences, scheduling conflicts, or class operation issues to the Senior STL.

负责维护准确的课程时间、学员及教师安排等信息。跟进学员出勤及缺勤情况，并与相关人员协调补课或课程调整。如发现频繁缺勤、课程冲突或其他运营问题，应及时向 *Senior STL* 汇报。

4. Academic Support & Student Feedback / 学业支持与学习反馈

- Collect and follow up on teacher feedback regarding student performance, engagement, and learning progress.
- Proactively communicate learning updates to parents and coordinate appropriate follow-up actions with teachers.
- Record feedback and report academic concerns or potential student retention risks to the Senior STL.

收集并跟进教师对学员表现、课堂参与度及学习进度的反馈，主动向家长传达相关学习情况，并与教师协调后续跟进措施。及时记录反馈，并向 *Senior STL* 汇报学业问题及潜在的学员流失风险。

5. Student Retention & Re-enrollment / 学员留存与续报

- Manage the re-enrollment process for assigned students, including monitoring remaining lesson credits and course completion dates, consulting parents on suitable follow-up courses, following up on renewals, and confirming payment.
- Proactively communicate with parents to address concerns that may affect student retention and re-enrollment.
- Monitor pending renewals and at-risk students, and report progress, non-renewal reasons, and cases requiring further support to the Senior STL.

负责所分配学员的续报工作，包括跟进剩余课时及结课时间、向家长介绍合适的后续课程、跟进续报情况并确认缴费。主动与家长沟通，解决可能影响学员留存及续报的问题。持续跟进尚未完成续报的学员及存在流失风险的个案，并向 *Senior STL* 汇报续报进度、不续报原因及需要进一步支持的情况。

6. Coordination, Reporting & Events / 协调、汇报与活动支持

- Coordinate with teachers, parents, and relevant teams to ensure smooth daily operations.
- Promptly report issues to the Senior STL with relevant details, actions taken, and follow-up status. Continue following up on assigned actions until the issue is resolved or formally handed over.
- Assist in academic events, workshops, and cultural activities to enhance student engagement.

与教师、家长及相关团队协调，确保日常运营顺利开展。发现问题时，应及时向 *Senior STL* 汇报相关详情、已采取的措施及跟进情况，并持续跟进所分配的事项，直至问题解决或正式移交。协助组织教学活动、工作坊及文化活动，以提升学员参与度。

Performance Targets / 绩效目标**:**

- 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。

- Good communication skills and confidence in communicating with parents, students, and teachers, including handling questions and concerns professionally.
  具备良好的沟通能力，能够自信、专业地与家长、学生及教师沟通，并妥善回应问题与疑虑。

- Detail-oriented and responsible, especially in managing attendance records, class information, and other student-related data.
  工作认真、注重细节并具有责任心，尤其是在管理出勤记录、课程信息及其他学生相关数据时。

- Well-organized, able to manage multiple tasks, follow up systematically, and meet deadlines.
  具备良好的组织能力，能够同时处理多项任务、系统地跟进工作并按时完成任务。

- Proactive and solution-oriented, with the ability to identify issues, clarify information, and suggest practical next steps rather than simply reporting problems.

积极主动、注重解决问题，能够发现问题、核实信息并提出切实可行的后续处理方案，而非仅仅反馈问题。

- Willing to learn, receptive to feedback, and able to follow established procedures and work collaboratively with the team.
  乐于学习、能够接受反馈，并遵循既定流程，与团队积极协作。

- Good command of English for daily work communication. Mandarin proficiency is an advantage.
  具备良好的英语日常工作沟通能力；具备中文能力者优先。

- Previous experience in customer service, education operations, student support, or administrative coordination is an advantage but not required.
  具有客户服务、教育运营、学生支持或行政协调相关经验者优先，但非必要条件。

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。

WORKING HOURS: 48h/week, from Monday to Saturday

- Monday to Thursday: 12.30 - 8.30pm
- Friday: 9.00 - 6.00pm
- Saturday: 8.30 - 5.30pm

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.