

## DYSLEXIA ASSOCIATION OF SINGAPORE

### ORGANISATION PROFILE

Join a rapidly growing organisation that has over 250 full time employees and operates from 14 centres and other locations in Singapore!

The Dyslexia Association of Singapore (DAS) provides a continuum of services for children with dyslexia, their parents, mainstream teachers and other professionals in the field of dyslexia in Singapore.

### JOB DESCRIPTION

Position	Student Service Associate
Division/Branch	DAS Learning Centres

DAS Student Service Associates play a critical function as they are the main interface with our parents.

- Is responsible for the reception of their Learning Centre.
- Answers all incoming telephone calls and enquiries and refers to the Centre Manager where necessary. Also handles all correspondence.
- Assists the Centre Manager in all matters at the Centre, including preparation of time-tables, monthly reports to Senior Management, etc.
- Maintains the Centre's common areas, eg. lobby, work area, printing room, storeroom and pantry in a neat, clean and orderly manner.
- Supervises the work of the Centre's cleaning staff.
- Maintains petty cash, keeping a proper record which is to be submitted to the Accounts Officer via the Centre Manager on a monthly basis.
- Collects Assessment Fees and Term Fees and issues receipts.
- Receives applications for assessment or term fees subsidy and forward to the Bursary Officer for processing.
- Ensures the security of the Learning Centre under the guidance of the Centre Manager.
- Submits term fees collection report to the Centre Manager.
- Prepares the Centre's Enrolment Audit submission.

All successful candidates have to sign a one-year bond.

You will be converted to regular employment with good performance after one year.

### COMPETENCIES

#### Personal Competencies (Core) :

- Interpersonal skills
- Communication skills
- Accountability
- Ability to work well in a team

#### Technical Competencies (Skills) :

- Microsoft Office

### REQUIREMENTS

#### Education:

- Minimum 'A' levels
- Diploma holders may apply

#### Experience:

- Candidates with direct relevant experience are welcomed to apply

#### Other Skills & Knowledge:

- Ability to work flexible hours (including weekday nights and

		<p>weekends)</p> <ul style="list-style-type: none"> <li>• Ability to multi-task and adapt to changing work environment</li> <li>• Familiar with Microsoft Office applications and database software</li> <li>• Proficiency in Mandarin an advantage as we have clients who speak Mandarin only</li> </ul>
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#### **WORKING HOURS**

DAS staff have to work when our clients are available. Certain DAS centres are opened from Mondays to Sundays and also late into the evenings (up to 9 pm). All staff work 44 hours a week and are expected to be flexible in their working days and this includes Saturdays and Sundays.

#### **WORKING FROM DIFFERENT LOCATIONS**

The Student Service Associate must expect to work from any of our 14 learning centres including Ang Mo Kio, Bedok, Bishan, Chinatown Point, Chua Chu Kang, Jurong Point, Parkway Parade, Queenstown, Rex, Sengkang, Serangoon, Tampines, Woodlands and Yishun. Staff must expect to be posted or transferred to any of the above centres based on the needs of the organisation.

#### **SALARY AND BENEFITS**

Starting salary will be within the range of \$2150 - \$2350 (depending on experience).

For staff who work on weeknights (7-9pm) and on Sundays, an allowance will be paid per hour.

After probation, the successful candidate will also receive annual leave of 14 days, dental and other benefits. Staff will be entitled to medical benefits while on probation. The DAS also awards training incentives to deserving staff.

#### **LEARNING AND SUPPORT**

At the learning centres, on the job training and guidance will be provided. The Student Service Associate will be supervised in their work by the Centre Manager.

There are opportunities to be involved in association-wide roles such as volunteer management and service excellence.

#### **APPLICATION DETAILS**

All interested applicants are to submit the following as part of their application

1. DAS Employment Application Form, duly completed (form can be downloaded from the Careers page of our website)
2. Resume

Email the above submissions to [jobs@das.org.sg](mailto:jobs@das.org.sg) by **31 July 2021**.

Only shortlisted candidates will be contacted.