

## DYSLEXIA ASSOCIATION OF SINGAPORE

### ORGANISATION PROFILE

Join a rapidly growing organisation that has over 300 full time and flexi scheme employees, and operates from 12 centres 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 Centre Management

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

- Virtual assistance – to provide administrative support to clients while working remotely
- Safety & physical maintenance of learning centres
- Time-table planning, student placement matters, class transfers and student withdrawals data
- Reporting of student statistics to management
- Maintenance of student data in system
- Processing and submission of allowance and timesheet
- Facilitation of yearly audit
- Assisting parents with bursary application and submission
- Bursary reporting for all DAS programmes & services
- Prompt billings, collections and reporting of outstanding fees for all learning centres
- Supporting lecturers by preparing training materials, setting up rooms, and providing technical assistance as needed
- Overseeing inventory resources, including the borrowing process for library and training materials
- Maintaining accurate student records by updating attendance and achievement data in the student management system; generate and distribute academic certificates and transcripts promptly
- Processing applications for training grants under various funding schemes, including the Caregivers Training Grant (CTG)
- Compiling and updating monthly and management reports related to student enrolment, ensuring accuracy and timeliness
- Supporting the preparation and updating of documentation and data submissions required by the Committee for Private Education (CPE)
- Attending Accounts Receivable (AR) meetings, ensuring outstanding balances are reviewed, tallied, and resolved appropriately
- The responsibilities listed are not exhaustive. In line with the evolving needs of clients and the organisation, candidates are expected to demonstrate flexibility and willingness to undertake additional responsibilities as required

## COMPETENCIES

### Personal Competencies (Core) :

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

### Technical Competencies (Skills) :

- Microsoft Office

## REQUIREMENTS

### Education:

- Diploma holders or with proven administrative and virtual assistant are preferred

### Experience:

- Candidates with direct relevant experience are welcomed to apply

### Other Skills & Knowledge:

- Ability to work flexible hours (including weekday nights and weekends)
- Ability to multi-task and adapt to changing work environment
- Familiar with Microsoft Office applications and database software
- Proficiency in Mandarin an advantage as we have clients who speak Mandarin only

## WORKING HOURS

DAS staff have to work when our clients are available. Certain DAS centres are opened from Mondays to Sundays and up to 9 pm on weekdays. 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 is based in the admin centre at Toa Payoh Learning Centre. The staff must be ready to travel to any of our 12 learning centres including Bedok, Bishan, Chua Chu Kang, Henderson, Jurong Point, Parkway Parade, Toa Payoh, Sengkang, Serangoon, Tampines, Woodlands and Yishun to support its operations as required. 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 \$2540 - \$3460 (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 receive leave benefits, 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 Officer, Senior Officer and Team Leads 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 - <https://das.org.sg/careers-at-das/positions-available/>)
2. Resume

Email the above submissions to [jobs@das.org.sg](mailto:jobs@das.org.sg)

Only shortlisted candidates will be contacted.