



Job Description-Student Success Specialist

Student Success Specialist-Student Experience

Reporting to Manager

Salary: Upto 5lpa

Experience: 2-6 years

About BYJU'S

BYJU'S is the world's most valuable education technology company. Our unique and personalized learning programs have been created to help students become better and active learners. Pioneering tech-enabled learning since 2015, BYJU'S has made learning interactive, interesting, and effective.

Who will be your Customers

- Students from age **6 to 17**
- Parents or guardians of the students

Apply for this role if you:

1. Enjoy talking to people as this role involves a lot of TALKING!
2. Like to solve problems with patience as you will be interacting with Kids, Children and Teenagers
3. Empathize with others and listen actively because parents (our primary customers) want to be heard all the time
4. Take challenges as opportunities to grow because BYJU'S have immense of both – challenges and opportunities.
5. Find multi-tasking fun as you will be managing multiple campaigns for different BYJU'S products
6. Know the art of working with multiple departments and stakeholders to achieve your goals
7. Support day-to-day learning for yourself and your peers as at BYJU's we believe in constant learning
8. Feel comfortable in adapting to new changes as we evolve every day
9. See value in creativity because we are constantly innovating

What We Have to Offer?

1. Competitive Salary and Variable pay + incentives with valuable benefits package
2. 5 days of working
3. A supportive environment where you have immense growth opportunities
4. An engaging work culture where you work with peers, and other internal stakeholders to achieve your goals
5. Target oriented work style where you get rewarded and recognized for your performance

6. Learning and Development opportunities to help you achieve your personal and professional goals

7. Motivating leaders who will support you at every step of your career

8. Fun and enthusiastic peers who will make your journey exciting

Your Role	What would you do?	Competencies Required
Mentoring and Driving Student Success	<ul style="list-style-type: none">● Mentor the students assigned to you throughout their BYJU's journey by ensuring they are engaging with the product and content● Guide the student throughout their academic journey by directing them to right resources, valuable content, and academic learning● Leverage multiple communication channels (call, chat, video) to mentor and engage with students and parents● Closely monitor and analyze students' performance dashboard to chart the overall progress of the students● Leverage the dashboards to share a progress report with students and parents regularly● Drive student's academic and extra-curricular success and performance through constant motivation and counseling● Enable students and parents to engage with and utilize the app to fullest● Ensure achievement of daily/ weekly/ monthly targets under the guidance of your managers	<ul style="list-style-type: none">● Communication Excellence● Emotional Intelligence● Attention to Detail● Problem Solving