

Warsaw School of Economics (SGH) is looking for a dedicated, well-spoken Onboarding Specialist to join our Admissions Office.

Onboarding Specialist – Foreign Candidate's Adviser for Admissions Office

Job description:

Works in the Admissions Office to organise, streamline, and oversee the onboarding process for candidates, who wish to start their education at SGH Warsaw School of Economics. Typically explains and communicates SGH admission procedure to ensure a smooth transition from a candidate to SGH student. His or her primary concern is to best serve foreign students, who wish to take up studies in English.

Ideal candidate:

To be a successful Onboarding Specialist, you should have a good knowledge of admission procedures as well as additional student's services available within the universities. A top-notch Onboarding Specialist should be a great communicator with a flair for interacting with new people. Experience in sales could be a valuable asset (customer service helpline). Impeccable manners and friendly attitude would make your candidature highly desirable.

Onboarding Specialist Responsibilities:

- Providing day-to-day support to candidates as regards matters related to admission procedures, documents, registration process, etc.
- Emailing candidates with details about the university, including bachelor and master educational offer, academic year schedules, services and pre-arrival and post-arrival information kit.
- Explaining visa procedure and legalisation of documents.
- Facilitating access to services available to students (dormitory, bank account, health services, languages courses, sport facilities, students' organisations, etc.)
- Providing candidates with manuals, guidelines, and passwords, as needed.
- Detailing all candidates' initial tasks and answering any queries.
- Ensuring candidates have the necessary technical assistance to set up their hardware and software.
- Welcoming new candidates with prepared onboarding kits and campus tour.
- Introducing candidates to their respective dean's office.
- Arranging SGH demos and presentations.
- Seeking prospective SGH students through academic networks, fairs, recruitment agents and social media.

Onboarding Specialist Requirements:

- Excellent verbal and written communication skills in English (C1, C2 or equivalent). Native English is a strong asset.
- Dedicated to provide candidates with the best quality support.
- Flexible working hours, increased availability and readiness to provide first-rate assistance to incoming students during the admission process and at the beginning of the academic year.
- 3-5 years of work experience.
- Empathetic attitude towards multicultural environment.
- Strong teamwork skills.
- Very good organisational and time management skills.

Employment type:

- Full time work contract, with probationary period.
- Stable employment in a prestigious organisation with a widely recognized brand.
- Support in the development of a career path and co-financing of education aimed at increasing professional competences.
- Wide range of social benefits.
- Possibility of accessing private medical care package, sports card, and group life insurance.

Equal Opportunity statement:

SGH Warsaw School of Economics is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, skin colour, sex, religion, sexual orientation, national origin, disability, pregnancy, or any other protected characteristic as outlined by state or internal laws.

How to apply:

Candidates interested in this offer are kindly requested to send their detailed resume as well as a cover letter, explaining their motivations, by e-mail: rekrutacja@sgh.waw.pl.

Please note that all applications shall be seen and processed, but we reserve the right to contact selected candidates only. Should you wish to have your application considered in any future openings, kindly mention in your application the below statement:

"I also consent to processing of my personal data by Warsaw School of Economics (SGH) for the purposes of any future recruitment processes."

Information on processing of personal data

1. **Controller** The controller of personal data is SGH Warsaw School of Economics with its seat in Warsaw, al. Niepodległości 162, hereinafter referred to as SGH.
2. **Data Protection Officer** You may contact the Data Protection Officer designated by SGH via e-mail iod@sgh.waw.pl.
3. **The purposes and legal basis of processing of personal data** Your personal data will be processed for the purposes of recruitment. The legal basis for processing of personal data is:

- Labour Code¹;
- point (b) of Art. 6 (1) GDPR² (processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract);
- point (a) of Art. 6 (1) GDPR (consent for processing of personal data - if you voluntarily provide personal data exceeding the scope of the legal provisions).

Providing personal data within the scope resulting from art. 22¹ of the Labor Code is necessary for participation in the recruitment process. Providing other data is voluntary.

4. The period for which the personal data will be processed

Personal data will be processed during the period of recruitment. If you consent to the processing of your data for future recruitment, the data will be processed until the consent is withdrawn.

5. The recipients or categories of recipients of the personal data

If the controller uses the services of other entities, personal data may be disclosed to them on the basis of contracts entrusting them with the processing of personal data, and these entities will be obliged to preserve the confidentiality of the processed data.

6. Automated individual decision-making, including profiling

Your data will not undergo profiling and no automated decision-making will be conducted based on these data.

7. The rights of data subject

You have the right to access, rectify and erase your data, or restrict the processing thereof. To the extent that the legal basis for data processing is point (a) of Art. 6 (1) GDPR, you have the right to withdraw consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

8. The right to lodge a complaint

You have the right to lodge a complaint with a supervisory authority if you consider that the processing of your personal data infringes upon GDPR.

¹ The Act of 26 June 1974 Labour Code (Journal of Laws [D.U.] of 2018 item 917 as amended).

² Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Official Journal of the European Union, L 119, 4 May 2016, p. 1 as amended).