

Centre for Continuing Professional Development (CCPD)

HELP University

Position to Fill: Office Manager cum Exam Officer

Office Manager

Job Summary:

An Office Manager is responsible for keeping the office running smoothly and overseeing administrative support. The job can range widely in duties and responsibilities, from enquiries, handling paperwork of contracts and liaising with school leaders.

The duties outlined in the job description below covers general responsibilities that may vary or be refined over time according to needs and demands of the Centre.

Responsibilities:

1. Organise and maintain a smooth and effective office operations and procedures
2. Liaise with Bursary and Credit Control from both HELP University and CAIE on matters concerning payment
3. Handle registrations, generate invoices and offer letters for all candidates
4. Draft and manage Training Services Agreements with sponsors
5. Respond to enquiries efficiently regarding the courses offered by the Centre
6. Set up new intakes and register candidates on HELP internal system (Learning Management System) as well as on Cambridge Assessment International Education (CAIE) platform
7. Manage schedules, calendars and timeline for all courses and intakes
8. Maintain effective communication with candidates (prior or post sessions)
9. Update Website periodically – announcements of results, pictures of latest trainings, updates on courses and intakes
10. Manage and process Human Resource Development Center (HRDC) applications, renewals, grants and claims
11. Participate actively in the planning and execution of any training events, including providing technical support on the day of the training
12. Ensure that data in the learning systems are organized and efficiently maintained.

Exam Officer

Job Summary:

An Exams Officer is responsible for the online submission of all entries of candidates, ensuring they are within the awarding rules timeline and portfolios have been locked prior to submission. The duties outlined in the job description below covers general responsibilities that may vary or be refined over time according to needs and demands of the Centre.

Responsibilities:

1. Generate Unique Candidate Identification for candidates
2. Process Exam Entry and Submit on CIE Direct
3. Process candidates Portfolio on plagiarism check
4. Provide candidates with procedure and guidelines for Portfolio set-up and submission

5. Download, organize and maintain all examination results, reports and certification
6. Disseminate information to the candidates on any updates on exam fees, submission procedures and awarding rules
7. Provide relevant statistics on portfolio entries and results as required
8. Manage and deal with post results enquiries which include resubmission.

Essential Criteria:

1. Qualification – minimum a degree holder. Having a background or qualification in education will be an advantage
2. Prior working experience in office administration for at least 2 years
3. Skillful with Microsoft Office applications such as Word, Excel and Powerpoint and also other basic IT skills including remote online trainings
4. Excellent communication skills in Written and Spoken English. Ability to converse in Mandarin and Bahasa will be an advantage.
5. Willing to work on Saturdays and willing to travel when needed
6. Flexible, adaptable and know when to use own initiative
7. Being able to operate independently with minimum supervision
8. Demonstrate a positive outlook and being an active collaborator.

Please contact Ms Evelyn Boey (boey.lk@help.edu.my) for more information about this role. Interested applicants who meet the criteria above can send their CVs directly to Ms Evelyn Boey.