

Regional Manager (International)

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Company: Studies Overseas

Location: Indonesia

Category: other-general

Role Details of Regional Manager:

Regional Manager would be a general management position for a particular country/region.

Regional Manager would be a key liaison point between all the field staff (branches/franchisees/channel partners) and Headquarters to ensure that all the student needs are served with consistent quality befitting the reputation of KC Overseas. Following would be key responsibilities of the Regional Manager:

1. Manage all the field offices (branches / franchisees / channel partners) for an end to end process of student walk-ins to conversions. The Regional; Manager would have specific targets of students conversion from given region. The role incumbent would have to carry out the following activities to set up the region:

Thoroughly understand the business model and SOPs expected from the field office. Travel across the country allocated to you in major cities and towns to generate student business from Channel Partners. Achieve Student conversions targets for your country. Making new channel partners for the allocated region. Discuss with Head office and HR about how best to organize the region and detail out what specific help would be needed from the Head Office (HO). Understand the expectations and problems of Business Units (Units that specialize in specific countries) and field offices with each other and set up an operational framework in consultation with HO.

2. Ensure process efficiency for the entire process of students walk-ins to students conversion. This would involve:

Regular reviews of field offices to identify bottlenecks and ensure that quality of service and

speed does not suffer. Ensure that student facing field staff are adequately trained on the relevant knowledge and SOPs.

3. Coordinate with Business Units in HO to ensure that field offices get adequate support – Each Business Unit in HO is responsible for a set of countries where they have specialized knowledge right from Universities, their admissions requirement to visa regulations. Regional Manager has to liaison with each of the Business Unit and their Subject Matter Experts (SMEs) to ensure that adequate knowledge is available to the field offices to efficiently serve the students they are targeting.

4. Plan and execute the regional marketing activity in coordination with Head of Marketing at HO: This would involve helping marketing office with ground level support at each region and also helping marketing function plan better based on region's own particular needs.

Position Linkages:

The position would closely work with the following:

Field offices - as an operational head of region/country. Business Units – to ensure that field offices understand the needs of the Business Units better and Business Units serve the field offices better to ensure a great experience for target students. Marketing – to plan and execute the marketing activities in the region. Operations in HO – for all backend processes including visas. Senior Leadership – Update about regional performance and take strategic guidance.

Position challenges:

Position requires high energy individual who can balance the needs of HO and field offices. Position would require significant travel to ensure that the field offices operate smoothly.

Career prospects for the position:

This is a general sales position which includes managing the region independently.

This role grooms a professional for an independent P&L role. The incumbent would have an exposure to the wide field of overseas education and a learning opportunity by interacting with professionals representing leading international universities. High energy professional preferably with experience in dealing in overseas education or an allied field. Desired total experience would be about 5-7 years. Ability to collaborate with a diverse set of people. Ability to learn domain knowledge. Proven people management ability to deal with field staff. Good communication skills. Eye for details and patience to monitor and manage

operations. Minimum 2 to 3 years' experience in the Overseas Education industry is a must
Job Location - Jakarta - Indonesia, Manila - Philippines; Nairobi - Kenya; Ho Chi Minh City
- Vietnam; Lahore - Pakistan; Kuala Lumpur

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