

- Conduct market research to understand strengths and weaknesses of similar products
- Assist to define customer persona and value proposition
- Assist to design a storyboard for the entire customer journey;
- Support the Product Management team to design exceptional “7-star” moments at the right times.

Student Recruitment

- Assist to develop processes and systems to onboard new students from multiple sources (Business Development, online channels, offline channels).

Support Onboarding New Students

- Assist to develop processes and systems to help new students get comfortable with systems and online class experience;
- Ensure that student devices and internet connections work well for online courses;
- Ensure clear instructions for students to have a great initial experience.

Customer Feedback & Support for Students and/or Parents

- Assist to conduct focus groups and surveys to collect feedback from students in prototypes;
- Assist to develop processes and systems to provide feedback on academic performance, skills development, and opportunities for growth;
- Support execution of feedback.

You have...

These are the minimum requirements. We can't accept you in this role unless you have them all:

- Final year university students (graduated within the next 6 months) with strong academic performance;
- Availability to work for 40 hours/week;
- Excellent verbal and written skills in both English and Vietnamese;
- Proficient computer skills.

You'll really stand out if you have...

These are additional qualifications or "nice to haves" that will help you stand out during the application process:

- Major in Marketing, or have experience in Marketing (*as this role will focus on Product & Market*);
- Prior experience in leadership or project management;
- Prior experience working with children in an academic setting;
- Strong organizational skills and entrepreneurial spirit.

You are...

These are personal traits that we look for throughout your application and interview process

- **Passionate:** We care about education and our long-term impact. You care about students and take pride in their work.
- **Collaborative:** We contribute to and find value in being part of a team. You enjoy working on a team and can communicate effectively with others.
- **Innovative:** We have a growth mindset and are able to learn and adapt quickly. You can solve problems on the fly and you like to try and learn new things.

You get...

- Internship Allowance;
- English-speaking environment;