

Teacher Support Adviser - Thailand

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Company: Twinkl

Location: Thailand

Category: other-general

Location: Home based Annual Salary: (\$5-\$7 USD per hour)

Contract: 37.5 Hours per week

Line Manager: Kevin Williams Recruiter: Meikay Cheng

This is a remote position. Your hours will be spread across the week including some late shifts and weekend shifts. Full training will be provided.

As Twinkl develops we want to ensure that whenever a teacher has an issue or needs our help that we can provide the best service and help them as quickly as possible. As such we are looking for enthusiastic educators to join us to help Twinkl members across the globe.

Ongoing projects/how you'll spend your day:

You'll be joining our exceptionally lovely customer support team to help provide our members with a world-class customer service experience! You'll be working as part of an established team of teachers answering queries via phone, email, social media, and Twinkl's messenger tool.

You'll help our members get the most out of their subscription by answering any questions they have quickly and efficiently. You'll advise educators and parents around the world on our resources, memberships, and accounts.

To succeed in the role, you will:

As a Teacher Support Adviser, you'll be the first point of contact for our customers. As such, you'll be an expert on our products, services and resources, acting as an ambassador for the brand by living and breathing our values: Lead the way, go above and beyond, do the right thing and be lovely.

In this role, you will:

effectively solve problems for Twinkl members around the world in regards to their account and membership via phone and written communications.

assist educators, parents and carers with finding resources based on a given criteria.

communicate with tech advisers to help solve technical queries.

communicate with resource creators and designers to request new resources and amendments to current resources as suggested by Twinkl members.

educate customers on our memberships without selling.

work closely with product owners, segment managers, and country managers to keep up-to-date with changes, and support TwinklCares with answering queries.

build transferable skills such as time management, listening skills, and adaptability.

develop side projects whilst meeting targets.

You'll work with:

customer facing teams including customer support, schools, social media, product owners, segment managers, and country managers.

other departments across the company, such as Design, as well as any partner companies within the Hive as and when required.

Requirements

Core Skills:

A background of teaching from within the classroom

A good understanding of the current Thai curriculum

Excellent communication skills with attention to detail, a thorough understanding of spelling and grammar, and a good phone manner

Strong IT skills & understanding of IT systems

Facilities to work efficiently from home (reliable internet and access to own computer)

Beneficial but not essential:

A background of working within a customer support environment

A thorough understanding of social media

Soft Skills:

Is good fun to be with and has the ability to communicate well with others

Is organised, able to work to deadlines, and manages time effectively

Is able to communicate with colleagues and our external partners effectively, both written and verbally

Has a hard work ethic, is passionate, driven and loves what they do

Is honest, trustworthy and reliable

Produces quality work and is ready to learn new skills

Qualifications & Experience:

Relevant Education qualification

Benefits

Here's a couple of the things that make Twinkl a great place to be:

A friendly, welcoming and supportive culture. We believe work should be fun and always put people before process.

Flexible working with opportunities to work from home.

Diversity, inclusion and belonging - our Employee Network Program includes working groups for LGBTQ+, People of Colour, Disabilities (visible and invisible), Women in Tech and Working Parents.

Continuous Professional Development (CPD) - Our ever-evolving program includes:

Monthly progression reviews, Twinkl's Management Scheme, commercial awareness training, leadership coaching quads, career chats and mentoring.

Collaboration across continents! You'll plug into a global team working to help improve the lives of educators around the world.

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