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**Job Title:** Customer Service Specialist  
**Location:** Dubai, UAE  
**Reporting structure:** Giulia Beccaria, Operations Coordinator  
Peter Davos, CEO

### **Hale Education Group**

Hale Education Group is a leading independent educational consulting firm focusing on US university admissions in the GCC. We provide college admissions counseling to Emirati and international students seeking admission to the full spectrum of US and Canadian universities and colleges. Our innovative model has evolved from our deep background and broad experience in admissions counseling in the United States. We center our services on providing intensive one-on-one counseling and guidance to students in every aspect of US college admissions, based on the philosophy of finding the right "fit." Hale's mission is to guide and empower students seeking to realize their maximum personal, academic, and professional potential through the pursuit of American higher education.

Hale Education Group employs an entire team of American university professionals with relevant firsthand admissions experience, education, and knowledge. Our admissions counseling model is highly personalized, as all our sessions are conducted one-on-one with students. We are defined by our collaboration with parents and students, as well as our innovative use of technology. Our team is composed of highly qualified Americans with advanced degrees.

### **SUMMARY**

Do you want to join a fast growing small company that has helped positively impact young people's lives?

Do you want to live in one of the world's most dynamic and cosmopolitan international cities, live tax-free and enjoy generous benefits?

Are you passionate about providing extraordinary customer experience?

The purpose of this position is to interact with our guests and ensure that you are delivering exceptional clerical, administrative, and customer service skills at all times.

You will join a company with an excellent reputation in the Gulf region in US admissions counseling and will work with a team of counselors with whom you share responsibility for guiding students through the complicated maze of US college admissions. You will be asked to attend events as a representative of Hale Education Group, meet with parents and prospects, and monitor and manage the admissions processes.



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## ESSENTIAL DUTIES AND RESPONSIBILITIES

### The Customer Service Specialist's responsibilities include:

- **Excellent** communication skills.
- The ability to manage various deadlines.
- Addressing inquiries and resolving complaints, generally providing a higher level of customer support on a specific service.
- Interacting with customers via telephone, email, online communication, or in person to provide support and information on requested services.
- Ensuring that appropriate actions are taken to resolve customer's satisfaction.
- Maintains accounts and records of client interactions with details of inquiries, feedback, or comments.
- Uses knowledge of a specific service or other assigned area of expertise to answer inquiries or to forward to the appropriate personnel.
- Answer incoming calls and assist with confirmations, and other scheduling duties.
- Provides data management, ensures all systems are updated consistently, and customer information is updated accurately.
- These duties are included as above, but not limited to.

## QUALIFICATIONS

### Required Qualifications:

- High school diploma.
- Customer service experience required.
- Front office experience in hospitality required.
- Must be fluent in written and spoken English.
- Strong attention to detail, time management and organizational skills.
- Team player.

## LOGISTICS

### Salary:

- Negotiable depending upon experience.

### Employment and Working Hours:

- 45 hours per business week, including 1 hour break daily.

### Benefits:

- Stipend for annual r/t ticket home.
- 30 calendar days of paid vacation per year.
- All government-private sector holidays are off.
- Health insurance, residence visa, and Emirates ID paid at company expense.

## APPLICATION PROCEDURE:

To apply, send an email with the subject line **"HEG - Customer Service Specialist"** along with a CV (resume) and personalized cover letter to [giulia@haleeducation.com](mailto:giulia@haleeducation.com)