



Administration & Operations Manager

Location – Singapore

Profile Statement

Founded in 1998, Results Coaching Systems is one of the largest and most respected global coaching organisations. We utilise science-based, results-oriented coaching methodologies to help individuals and organizations facilitate positive change. RCS has operations in 11 regions around the globe including Australia, Eastern Europe, Hong Kong, India, New Zealand, North America, Singapore, South Africa, South America, United Kingdom and United Arab Emirates. RCS has a coaching pathway accredited by the International Coach Federation. Our coaching systems are based on the latest findings in neuroscience, adult learning, systems and change theory.

Due to continued strong growth, we are currently seeking a highly motivated and ambitious Administration and Operations professional for our Singapore office.

Role Overview

We require a Administration and Operations professional to take responsibility for managing our event and material requirements for all public and corporate programs. In addition, the role will manage all financial and administrative needs relating to servicing our customers. The role will also focus strongly on the up-selling of new programs to public customers.

Duties / Responsibilities

- Manage the operational requirements of RCS events and marketing in S E Asia
- Support the Regional Business Development Manager in public program delivery
- Support Consultant in the delivery of corporate programs
- Manage all administration and financial requirements for RCS customers
- Administer database of existing customers and identify and manage Up selling opportunities

Experience / Education

- Highly driven, and organized individual with excellent administrative and technical skills
- Excellent written and verbal communications skills
- Strong customer focus and track record of delivering results
- Demonstrated passion for personal learning
- Sound business acumen and previous experience of telephone sales and customer service
- Finely tuned organization and planning skills
- Well developed and demonstrated interpersonal skills and ability to influence

The role will report to the Regional Business Development Manager and be part of the regional team. There will be a small travel component within SE Asia. RCS will offer a competitive remuneration package including benefits and performance related incentives.