



Nullspace Robotics Pte Ltd
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CUSTOMER RELATIONS EXECUTIVE

About Us

Founded in 2008, Nullspace is a leading robotics training agency in Singapore, providing quality training and consultation services for Singapore schools and educational institutions. We have also expanded our operations to include a state-of-the-art private learning establishment - Nullspace Centre for Robotics Learning (C4RL), located at Buona Vista (C4RL-WEST), Siglap (C4RL-EAST), and Kuala Lumpur, Malaysia (C4RL-DESA).

An industry leader in technology education, Nullspace has achieved the following milestones:

- Appointed by **Infocomm Media Development Authority of Singapore (IMDA)** as
 - [Code for Fun Enrichment Programme](#) vendor
 - [Digital Maker Programme](#) community training vendor
 - [IMDA PIXEL Labs](#) training provider
- Nominated by the **International Robot Olympiad Committee (IROC)** to be the exclusive National Partner of Singapore from 2014 to 2018.
- Appointed **People's Association** Private Operator to conduct programmes in Community Centres across Singapore.

For more information, our websites can be found at:

Nullspace: www.nullspacegroup.com
Nullspace C4RL: <https://sg.nullspacegroup.com/centre-for-robotics-learning/>
Nullspace Robotics: <https://sg.nullspacegroup.com/nullspace-robotics/>

Role – Customer Relations Executive

As Nullspace's Customer Relations Executive, you are our first point of contact with our current and prospective customers. You play a crucial role in providing course enquiry and enrolment support to our students and their parents.

- Handle any C4RL related enquiries via email, chatbot interface and phone
- Provide professional course consultation and excellent customer service to prospective and existing parents
- Ensure prompt follow-up and closure for all enquiries within 1 working day
- Schedule and confirm all course registrations and payments
- Maintain proper book-keeping of student registration and payment records
- Meet course enrolment target set by Management
- Ensure the safety and appropriate behaviour of students at the centre
- Tidy and prepare the classrooms before lessons
- Direct non-C4RL queries to relevant personnel for follow up
- Assist and support class teaching and off-site events from time to time
- Working hours: (to be discussed)
 - 3 weekdays 10am – 6pm
 - Saturday 9am to 1pm
 - Sunday 9am to 1pm
 - Working hours may vary during school holidays

Qualifications

Applicant must be able to work in a dynamic and fast-paced environment and should enjoy customer service.

- Minimum diploma in any discipline
- 1-3 years of working experience in communications or administrative support roles
- Background in education/school/private enrichment enrolment preferred
- Proficient in Microsoft Excel
- Must have good organizational skills and meticulous attention to detail
- Must possess a pleasant personality, excellent communication and interpersonal skills
- Willing to learn and collaborate with the larger team
- Excellent command of both spoken and written English