



Position Title: Executive Assistant
Reports To: President/Chief Executive Officer
Location: Hybrid/Remote

Position Overview:

D.R.E.A.M. Education Solutions, a rapidly growing start-up in the education sector, is seeking an experienced and proactive Executive Assistant to support the Chief Executive Officer. The ideal candidate will be highly organized, flexible, and adept at working with multinational teams across different countries and time zones. This role will provide key administrative, operational, and marketing support, with a focus on facilitating the CEO's day-to-day activities and ensuring the smooth operation of the company. Previous experience in an academic institution is a plus.

Key Responsibilities:

- **Executive Support:** Provide high-level administrative support to the CEO, including calendar management, scheduling across multiple time zones, and prioritizing appointments and meetings.
- **Global Communication:** Serve as the main point of contact for internal and external stakeholders across multiple countries. Draft and manage business correspondence on behalf of the CEO.
- **Email Marketing:** Assist with planning, drafting, and executing email marketing campaigns targeting students, academic partners, and B2B clients.
- **Graphic Design:** Create and edit basic marketing materials such as social media posts, email banners, and presentations using tools like Canva or Adobe Creative Suite.
- **Social Media Support:** Help manage the company's social media presence by scheduling posts, responding to comments and inquiries, and supporting online community engagement.
- **Customer Service (B2C & B2B):** Provide excellent customer service to students, academic institutions, and business clients, addressing inquiries and resolving issues to ensure a positive experience with D.R.E.A.M. Education Solutions.
- **Meeting & Travel Coordination:** Organize international meetings, prepare agendas, and take detailed meeting notes. Coordinate complex travel arrangements for the CEO, including international travel and accommodations.
- **Project Support:** Assist with the management of strategic initiatives and projects, ensuring timely execution and keeping the CEO updated on progress and deadlines.
- **Document Management:** Prepare and edit reports, presentations, and other documents as needed. Organize and manage confidential files and ensure proper handling of sensitive information.
- **Expense & Budget Tracking:** Process and track expense reports, and manage budget-related administrative tasks for the CEO.
- **Special Projects & Ad Hoc Tasks:** Support the CEO with special assignments, research, and strategic initiatives as the business continues to grow and evolve.

Qualifications:

- Bachelor's degree in Business Administration, Marketing, Communications, or a related field.
- 3+ years of experience as an executive assistant, preferably in a start-up or academic institution.
- Strong written and verbal communication skills with the ability to interact professionally with academic partners and stakeholders.
- Excellent organizational skills and the ability to manage multiple priorities in a fast-paced, remote work environment.
- Customer service experience, especially in a B2C and B2B context.
- Ability to work across multiple time zones with international teams.
- High level of discretion and professionalism when dealing with sensitive and confidential information.

**Preferred Qualifications:**

- Previous experience in an academic institution or education-related business is a strong plus.
- Familiarity with education management systems and CRM tools.
- Experience working in a start-up environment with a focus on scaling operations and processes.
- Proficiency in project management tools such as Asana, Trello, or Monday.com.

Working Conditions

- Hybrid position with flexible working hours.
- Must have a reliable internet connection and a suitable workspace for virtual working.
- Some evening or weekend hours may be required to facilitate/attend meetings with partners and clients in various countries & time zones.