



Job Description

Kings' Education

Job Title: Receptionist

Department: Administration

Reports to: Admin Manager

Job Scope

A proficient front of house receptionist who presents a professional and welcoming first impression to parents, pupils and guests arriving at and contacting Kings' school. Provides administrative assistance to the admissions department.

Job Responsibilities

- First point of contact for Kings'
- Be up to speed and well versed with information re activities and functions to be held at Kings'
- Meet and greet parents, pupils and visitors/VIP's
- Answering telephone calls and walk in queries with regards to Kings'
- Liaison between Parents-Pupils-Academic team-Nurses
- Responsible for daily Pupil Registers using school software programme 'Engage'
- Responsible for calling parents daily in connection with absence
- Deal with deliveries; couriers etc
- Receive and file forms/letters handed into Reception and ensure they are given to the correct department
- Sale of School uniform items
- Petty cash float
- Administrative assistance to the admissions department

General Accountabilities

Supervisory Responsibility

None

Financial Responsibility

None

Working Conditions

Reception, switchboard and IT hardware

Job Competencies

Education and Experience

Strong proven work experience in a customer service role, dealing face to face with customers/clients, preferably within a School/College environment.

Knowledge, Skills and Abilities

- Fluent English – Speaking/writing/reading
- Manage a Quality Service – solid time and performance management to deliver a high quality and efficient service,
- Self-Motivation: Meets objectives on own initiative
- Teamwork: Flexible, co-operative, helpful; self-aware; collaborates well; ability to work alone and as part of a team.
- Organisation: Systematic; efficient; meets agreed priorities.
- Technical Skill: Good basic computer/keyboard skills
- Physical: Able to undertake all the physical requirements of the post and use equipment, according to the health and safety guidelines and instruction manuals.

Personal Traits

- The ability to communicate effectively with different nationalities and cultures
- Strong organisation skills
- Pragmatic, adaptable and calm under pressure
- Excellent grooming and hygiene to the highest standards to represent Kings'

JD Issuance

Prepared by:

Admin

Manager Sept. 2017

Reviewed by:

HR Manager
Sept. 2017

Approved by:

Director of Education
Sept. 2017

Received by:

CEO

Sept. 2017