

# School Receptionist

School:	Foremarke School Dubai	Posted:	27th February 2020
Location:	Dubai, United Arab Emirates	Expires:	9th April 2020 11:59 PM
Contract Term:	Permanent	Start Date:	As soon as possible
Salary:	AED 5,000/- (term- time only)	Job ID:	1094112
Hours:	Full Time	Job Reference:	FMK/JM/Rec



## Foremarke School Dubai

Foremarke School Dubai has an opening for a **Foundation School Receptionist** for immediate start.

The Receptionist acts as the first point of contact with staff and parents and is the face of the school. The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that the Admissions department, as well as the school, run smoothly.

### Job Responsibilities

- First point of contact for all parent, staff and visitor queries, is able to confidently answer frequently asked questions with accurate information
- Confidently answers admissions related queries
- Logs all walk in admissions enquiries on Engage
- Meets and greets school tours and assessments, keeping a record of those who attended. Updates this in the shared calendar
- Updates the notice board and interactive screens on a daily basis
- Supports admissions with new student enrolments and KHDA registrations
- Assists Admissions with the preparation of student files
- Prepares parent communication, letters, school reports and references for Registrar approval
- Provides administration support to other departments as requested by line manager
- Manages and responds to the info@ email address, ensuring emails are actioned and appropriately filed within 2 business days
- Answers incoming telephone calls, determines purpose of calls, and forwards to appropriate personnel or department. Takes accurate messages if required and relays information to relevant stakeholders in a concise way
- Accepts deliveries of postal and couriers as required
- Welcomes on-site visitors, determines nature of business, and announces visitors to the appropriate personnel. Ensures that all visitors have successfully signed in with security as per protocols
- Gives tour to prospective FS parents
- Supports recruitment activities where required, including a limited number of weekend or evening events such as Open Days and Community Fairs
- Ensures that the reception is a safe and secure environment for pupils, families, staff and visitors and that it is clean, tidy and presentable. Escalates to Facilities Management for any required support
- Provides suitable cover to other receptions if required
- Acts as an Evacuation Coordinator as per the Emergency Evacuation protocol
- Maintains an adequate inventory of office supplies. Informs Stores in advance for re-orders and makes sure that stock is always available

- Directs complaints to the concerned person and appropriately manages parents' expectations
- Calls all absentees on daily basis and updates Engage accordingly
- Keeps a record of late students and updates Engage accordingly

## **Experience**

- 2 years of experience in relevant field

## **Skills**

- Capable of working at high pace and meeting demanding activity targets
- High multitasking skills
- Expert customer experience and service delivery skills
- Expert Microsoft office skills
- Excellent written and verbal communication skills

## **Working Hours**

7.30am - 3.30pm

This is a term time contract, with a requirement to work one week before the new academic year begins in August

## **Salary**

AED 5,000/month (term-time only)

## **Safeguarding Statement:**

The Repton Family of Schools is totally committed to safeguarding the welfare of children and young people and expects the same from its employees. All new staff will be subject to detailed and enhanced pre-employment clearance, including identity checks, criminal background checks for all countries lived in, qualification checks, employment checks to include an exploration of any gaps in employment, and satisfactory reference checks for all employment in the last 5 years.