

## Administrative Assistant (Receptionist) JOB DESCRIPTION

<b>Job Title:</b>	Administrative Assistant (Receptionist)
<b>Line Manager:</b>	Operations Manager

### Purpose of Job

- To act as the first point of contact for visitors and enquiries to Harrow Shenzhen and be an ambassador for the school
- To undertake a range of other administrative tasks as identified by the Operations Manager
- To maintain the accuracy of student attendance data working in conjunction with academic and operations administrative teams

### Duties and Responsibilities

#### **Provide effective front desk support**

- Answer and respond telephone enquiries in a professional manner
- Greet and receive visitors to the school and make them feel welcome and comfortable when they wait in the reception area
- Ensure the reception area is a friendly, clean and professional environment for all visitors, staff and students
- Be responsible for the storage and recovery of lost and found items
- Work in conjunction with the EYC, Prep Prep and Upper School administrative teams in maintaining the student attendance records and liaising on student attendance data gaps or inconsistencies
- Working with the operations team to communicate the student attendance records to support billing for catering
- To direct and support visitors and parents to the relevant contact information for the department as required

#### **Administrative Support**

- To provide administrative support for larger functions as required e.g. parent consultation events
- To provide additional administrative support at high demand times as required

#### **Other Responsibilities**

- Provide other support assigned by line manager

### Requirements

*Harrow International School Shenzhen is committed to the safety and protection of children. All employees are expected to comply with our School Child Protection and Safeguarding Policy.*

**Minimum Academic Degree required**

Diploma in the following areas: Business Administration, English Language or other relevant fields

**Professional skills and knowledge required**

- Excellent customer service skills in Chinese and English language
- Be able to work under pressure while keeping a professional and calm manner
- Be proficient in operating Microsoft Office

**Experience**Mandatory

- Good communication skill and willingness to learn and develop self
- Smart and business-like appearance.

Desired but not mandatory

- Have taken at least 1 year's customer oriented position.

**IT Skills**

- Microsoft Office and knowledge of relevant softwares.

**Language**

- Extensive Chinese and English

Education is an ever-changing service and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time following discussion between the line manager and member of staff, and will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the school.