

Employment Opportunity

Position Title : School Receptionist – Operator

Start Date : Immediate

General Description

KIS has developed a Mission Statement and core values that commits the School and the community to the search for excellence. We believe through the choice of the IB (International Baccalaureate) programmes, CIS accreditation and the development of an effective organization structure, that we can work together to attain these goals. The role of the School Receptionist-Operator is to maintain effective and amicable communications with all constituents of and visitors to the KIS Community. The position reports to the Head of School Office (immediate supervisor is HOS PA).

Responsibilities

- Be the first point of contact in the school for visitors and callers.
- Answer visitor or caller questions and provide general school information.
- Support all staff for all phone matters e.g. dial extension numbers for the staff
- Take all incoming telephone calls and transfers to relevant staff/department:
 - In the case of teaching staff, during contact time, a note shall be taken and passed on in a timely fashion.
 - If a transferred call is not picked up, a note shall be taken and passed on in a timely fashion.
- Pass potential parent inquiries to Admissions. Other specific inquiries shall be transferred to the relevant department/division.
- Place outgoing telephone calls for staff that require such service.
- Update phone directory termly and send it to all classrooms and all staff upon direction from the Head of School.
- Manage the telephone system e.g. coordinate with the school's phone technician to set up an auto-message during school holidays.
- Report and log complaints from the community and pass on to relevant department heads.

- Welcome visitors in the School Reception area and contact relevant staff members to greet and invite such visitors over to a more relevant meeting place.
- Check 'info@kis.ac.th' email and forward to the relevant staff in a timely manner.
- Coordinate the school wide lost and found service.
- Support guards for communication in English for any walk-in visitors or general inquiries.
- Update school contact records as needed e.g. family calls to update cell phone or email contact
- Support PS and SS to update daily student attendance (email PAs as needed)
- As needed and apparent, immediately inform related to crisis management and/ or emergency protocols.
- Maintain a professional and welcoming environment in the School Reception area at all times
- Model professionalism and follows school wide policies and procedures at all times

Working Conditions

- Working hours are Monday to Friday, 7.00am – 4.00pm.
- Vacation days, personal leave days, and compassionate leave days will be given after the probationary period.
- A school lunch is provided on working days.

Qualifications

- Minimum of a Bachelor's Degree in any field.
- Minimum of one year's experience working in an administrative job.
- Male or female, age 23 and above
- Good command of English and Thai. (Ability to speak Chinese would be considered an asset).
- Professional appearance, pleasant personality with good communications and interpersonal skills.
- Ability to multi-task, set priorities and organize work and documents

**A full job description will be shared with shortlisted candidates.*