

## Section 1 | Job Details

<b>Post Title</b>	<b>Receptionist</b>	
<b>Reporting to</b>	Parent Relations Executive	
<b>Dotted Line Manager</b>		
<b>Business Unit</b>	Education	
<b>Department</b>	Admin & Support	

## Section 2 | Job Purpose

Deliver high quality customer service to all visitors and employees

## Section 3 | Dimensions

<b>Staffing Accountability</b>	<b>Direct Reports</b>	N/A
	<b>Total Team size</b>	N/A
<b>Financial Accountability (Annual)</b>		

## Section 4 | Key Accountabilities

<b>Main Duties</b>	<ul style="list-style-type: none"> <li>Deliver high quality customer service to all visitors and staff, representing the Academy in a professional manner</li> <li>Greet visitors in a friendly and helpful manner</li> <li>Have a strong knowledge of the key information about the Academy</li> <li>Offer guidance and assistance to parents through the student registration and admission process during the initial enquiry stage</li> <li>Provide general clerical/administrative support e.g. updating attendance registers, photocopying, filing, faxing, completing standard forms, responding to routine correspondence</li> <li>Undertake word-processing and other IT based tasks e.g. database, excel, Internet research</li> <li>Produce lists/information/data as required e.g. class lists</li> <li>Sort and distribute mail</li> </ul>
<b>Specific Duties</b>	<ul style="list-style-type: none"> <li>Attend and participate in relevant meetings as required</li> <li>Answer, screen and forward incoming phone calls in a friendly and professional manner ( following our standard telephone etiquette/ protocol)</li> <li>Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)</li> <li>Provide basic and accurate information in-person and via phone/email</li> <li>Assist Admissions team with in-bound and out-bound calls</li> <li>Log admissions enquiries into the MIS – data base</li> <li>Perform other clerical receptionist duties such as filing, photocopying and printing</li> <li>Arrange transportation for visitors when require</li> <li>Provide accurate and comprehensive information about the schools, including the curriculum, education level and tuition fees.</li> <li>Respond to telephone calls and enquiries courteously and direct calls to appropriate personnel, using the Referral System.</li> <li>Assist with tasks assigned as and when required by the management team.</li> <li>Undertake any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post</li> </ul> <p>Perform other duties as requested by direct and dotted line reporting managers/ supervisors</p>

## Section 5 | Communications & Working Relationships

<b>Internal</b>	<b>External</b>
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Students and school employees	All school visitors
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## Section 6 | Qualifications, Experience & Skills

<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>High School Certificate/Diploma or Bachelor Degree Certificatw</li> </ul>
<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>A minimum of 2 years of experience in a customer focused role in the region</li> <li>Experience in the education field is preferred</li> </ul>
<b>Job Specific Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Fluent English communication skills, written and oral</li> <li>Arabic speaker is preferable</li> <li>Strong interpersonal skills to aid in daily contact with parents in a diverse multi-cultural environment</li> <li>Excellent office management skills</li> </ul>

## Section 7 | Safeguarding

**Aldar Education is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Offers of appointment are subject to satisfactory references and police clearance.**

## Section 8 | Approvals

<b>Department Leader</b>		
Title:	Signature:	Date:
<b>Human Resources</b>		
Title:	Signature:	Date:

## Section 9 | Employee Acceptance

<b>Employee</b>		
Title:	Signature:	Date: