



Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	Receptionist	Reference: December 2021
Function/Department	Communications and Community Engagement	Location: AIS
Manager Title	Community Engagement Manager	
Position Type	Permanent	
Position Status	Part time	

Position Objective

- The Receptionists of the Australian International School (AIS) create an exceptional first impression of the school as the first point of contact for all visitors, guests, parents, students and staff. As a front of house position they manage the first level of feedback, concerns and queries, escalating as necessary.
- The student withdrawal administrator has one of the last interactions between our departing families and the school. While administrative in nature, it provides a strong opportunity to foster advocacy in the future. Making our families off boarding journey as seamless as possible is intended to create a lasting positive experience of AIS

Responsibilities

Receptionist:

- Manage the daily operations and general office duties of the reception area including:
 - sorting, franking and distributing of mail
 - answering all incoming calls and directing as required
 - update and maintain limited assigned databases
 - maintain, revise and update position Handbook on a periodic basis
- Manage incoming visitors and guests ensuring appropriate security procedures are followed
- Assist with, accommodate and help with any situations that may arise
- Manage Reception and 'ask@ais.com.sg' inbox including:
 - respond to necessary feedback, concerns and complaints received
 - escalate as necessary
 - log and track journey of cases with guidance from Manager
- Manage distribution of Parent Passes
- Call to new Parents to welcome them to AIS
- Assist with collection of relief passes
- Any other tasks as assigned by Manager

Admissions:

- This role will be based in the Admissions area where potential 'future families' will be visiting to tour the school and meet with the Admissions team as an integral part of the customer journey.
- 'Delighting the customer' is essential and various support is to be provided to the Admissions team to ensure that the experience is excellent - engaging, warm, and supportive.

Student Insurance Administration:

- Serve as the middleman for insurance claims submitted by parents/guardians. This includes:



- Provide end to end support for Parents, from the submission of claims to reimbursement of medical expenses
 - Communicate with Nursing Team on school-related incidents
 - Consolidate documents for submission to Agent
 - Ensure submission of complete documentation to expedite process
- Keep track of cases under consideration and report on total number of claims submitted
- Manage 'insurance@ais.com.sg' mailbox
 - respond to necessary feedback, concerns and complaints received
 - escalate as necessary

Student Withdrawal Administration:

- Processing of the student withdrawal once withdrawal form has been completed by the parent/guardian. This includes:
 - Updating Dynamics with the withdrawal particulars
 - Withdrawal acknowledgement communication with parent/guardian
 - Withdrawal communication with internal stakeholders
- Updating manager of student withdrawal numbers and development of reports where needed
- Assistance with on island student transfer calls to parents when needed, in order to gather feedback
- Manage 'withdrawals@ais.com.sg' mailbox
 - respond to necessary feedback, concerns and complaints received
 - escalate as necessary
- Student digital exit form creation
- Processing of reinstating/retracting/amending a student withdrawal

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with who, s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all time. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.

Position Requirements

- Ability to deliver outstanding customer service to key stakeholders of the school
- Ability to manage high volume work flow and deadlines
- Exceptional interpersonal, written and verbal communication skills and sensitive to cultural needs
- Advanced skills in Microsoft Office suite and willingness to learn to use new systems
- Ability to represent the school's mission, vision and values of the school

Qualifications

- Experience
 - administrative experience in an educational environment preferred
 - prior receptionist experience
 - demonstrated customer service experience
 - previous experience working in a multicultural environment



- Education
 - Degree qualified preferred
 - minimum of secondary school completion certification

Contacts

- Regular liaison with all departments

Working Conditions

- Country role
- Individual contributor working as part of a team
- Fast paced work environment
- Prepared to work additional hours to meet demands of the job
- Office location within a school environment at Lorong Chuan

Terms of Employment

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- Annual Leave: 21 working days per annum
- Medical Benefits: Group medical insurance
- Sick Leave/Hospitalisation Leave: 60 days hospitalisation leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required