

JOIN OUR TEAM

**WE ARE
HIRING**



Front Office Coordinator

Our Vision: To be an international school that provides high-quality holistic education, embraces diversity, and fosters life-long learning.

Our Mission: To offer our students the best possible intellectual, social, physical, and emotional education within a multicultural and bilingual environment, where we dare to use innovative methodologies with varied instruction that allows for individual differences and learning styles, in which the students are encouraged to meet academic challenges with openness, enthusiasm, and a willingness to solve problems.

Position Summary

Reporting to the Business Manager, the position holder will be responsible for managing the front office and providing general administrative support to various stakeholders, visitors, parents, students, and staff.

The role requires an individual with excellent customer service skills, as well as the ability to use discretion, patience, tact, and maintain confidentiality

Minimum Requirements

- Degree/ Diploma in a Business-related field/ Secretarial studies
- Relevant work experience in a role that involves handling a high volume of visitors or clients on a daily basis, preferably in a school setup
- Knowledge of graphics design a plus
- Exceptional interpersonal and communication skills that enable open communication with parents, staff, students, and visitors

Desired Skills & Qualities

- Organized and methodical
- Attention to detail
- Warm, welcoming and approachable
- Able to work comfortably with repeated interruptions and unexpected requests

Essential Duties

- In charge of the school's email account involving responding to emails in a timely and professional manner and forwarding them to the appropriate individuals
- Responding to telephone inquiries in a helpful and constructive manner including forwarding them to the respective persons
- Coordinating with IT to ensure that the switchboard system is functioning correctly and is able to handle incoming/outgoing phone calls
- Assisting with admissions-related matters, such as scheduling admissions interviews and assisting with admissions paperwork
- Responsible for maintaining a clean and organized reception area
- Designing and compiling the school's newsletter which involves adding graphical content
- Reporting on student's daily attendance using the school's attendance system
- Conducting school tours (sales walk) to prospective clients, showcasing the school's facilities and programs
- Managing the front office notice board which involves updating information, posting notices, and ensuring that the board is neat and presentable
- Maintain accurate records of all visitors and deliveries made to the school
- Provide administrative support to the Principal and Business Manager which involves scheduling appointments with parents and visitors
- Creating and designing posters for school events, activities, and announcements
- Handling school social media accounts-Creating and posting content, responding to inquiries, and monitoring engagement
- Coordinating parent/ teacher meetings including calling teachers for the appointments
- Ensure all standard forms for use by students, staff & prospective parents are available and easily accessible
- Responding to queries and providing accurate information
- Effectively communicate with parents regarding upcoming school events and make follow-ups
- In charge of school communication- including bulk SMS system, emails, and letters
- Work closely with the security team to ensure that all visitors are authorized and have followed the necessary protocols before being allowed access to the school

Note

This job description is intended to accurately reflect the position's duties, responsibilities, and requirements. It is not intended to be and should not be construed as an all-inclusive list. Management reserves the right to modify, add, or remove duties and assign other duties as necessary.

To apply email recruitment@jaffery.ac.ke on or before 17 May 2023

Applications will only be considered if submitted online and before the closing deadline.

Nairobi Jaffery Academy does not discriminate on the basis of race, color, religion, sex, ethnicity, age, disability, or marital status, in any of its employment practices, educational programs, services, or activities.