

JOB DESCRIPTION – FRONT OFFICE ADMIN ASSISTANT

Department:	Front Office Department
Immediate Supervisor:	School Principal Office Manager
Contract Days:	210 days
Hayah Mission:	Hayah is committed to creating and maintaining an environment that fosters and enriches the personal and academic growth of each student. Hayah empowers students to live with purpose, honor their cultural identity, respect diversity, and serve humanity by impacting local and global communities.

POSITION SUMMARY

- In a spirit of professionalism and cooperation, acts as the primary liaison between parents/visitors and the school in day-to-day matters of communication.
- Responsible for maintaining the reception, school entrance and Admin building.
- Perform other projects and duties as assigned.

MAIN DUTIES AND RESPONSIBILITIES

- Report daily to the office at 7:40.
- Perform various secretarial/clerical duties such as: documenting, photocopying, mailing and filing.
- Aware of all faculty and parent/student related policies and procedures
- Welcome guests/parents at the Front Office and handle their requests.
- Train and follow up on the school operator tasks and responsibilities.
- Responsible for answering any external/internal phone calls that the operator cannot handle.
- Welcome job candidates with predetermined appointments and help escort them to the Human Resources Department.
- Handle transportation changes after 02:30 pm for students whose parents attend to pick them up.
- Send school text messages from the school online system. This is done after the approval of the General Manager/Head of School on the message text.
- Create the internal telephone directory at the beginning of the academic school year based on the rooms' distribution. Then share it with staff members through the school server after getting the Head of School Office approval.
- Collect car students drivers IDs at the beginning of the school year and share it with the security supervisor.
- Update Admin building fire drill and lockdown duties at the beginning of the school year and communicate it with the respective staff members.
- Follow up with administrators and events department to update the school website and social media as instructed by the Head of School Office.
- Track daily buses tardiness specifying tardiness reasons and communicate it with the Student Services office. Document a summary report/chart on a monthly basis.
- Get a daily update of the school fees status from the Finance Department, update installment due list and communicate with parents all through the year. Report updates of unsettled installments to the General Manager.
- Receive parents' requests regarding scheduling school fees settlement, get General Manager approval and follow up on their fulfillment.
- Assist the Admission Office through answering parents' general questions, adding application forms information to Admission software and conducting school tours.

- Assist in bus departure supervision and daily bus inspection.
- Responsible for Admin building meeting rooms reservation. Follow up on logistics for meetings held in the Admin building.
- Update Admin building and entrance bulletin boards periodically and as needed.

KNOWLEDGE, ABILITIES AND SKILLS

- Experienced administrative professional who is dependable, highly organized and with knowledge of standard office administrative practices and procedures.
- Knowledge of financial basics.
- Diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly, emotionally mature, professional and with a positive attitude.
- Ability to discreetly handle confidential information.
- Excellent organizational skills.
- Excellent oral and written communication skills.
- Fluent in both spoken and written English and Arabic.
- Demonstrated interpersonal skills and the ability to represent the school at an exemplary level.
- Ability to carry-out multiple tasks.
- Accurate and detail-oriented.
- Team player.
- Capable and practiced in handling complex and/or multi-faceted tasks.
- Self-starter who can work independently.
- Skill in establishing priorities and managing workload.
- Computer proficiency in Word, Excel, PowerPoint & Email system. Access database skills would be a plus.
- Ability to follow directions.

QUALIFICATIONS AND EXPERIENCE

- University degree from a reputable institution.
- Equivalent work experience to successfully perform the essential duties of a Front Office Assistant.
- Minimum 1 year of relevant admin experience.

* This job description describes in general terms the normal duties which the post holder will be expected to undertake. However, the duties may vary or be amended from time to time without changing the level of responsibility associated with the post.