



BROMSGROVE
INTERNATIONAL SCHOOL

THAILAND

Front Office Administrator

Job Descriptions & Responsibilities

Front Office Management

- Liaise with prospective parents, parents, teachers, and students as the first level of contact – by phone or in-person
- Handle the incoming calls professionally and ensure they are routed to the right persons
- Log incoming calls providing details on the date of the call, caller information, action requested and actions required/done. Ensure all requests are acted upon and feedback provided to the caller on a timely basis.
- Ensure that the school reception is neat and tidy including the parents' room and ensure school brochures are properly displayed.
- Maintain confidential records/files and ensure confidentiality of sensitive information.
- Perform various administrative tasks upon request.
- Liaise with parents, teachers and staff regarding support services function in School to ensure the smooth operation of School
- Assist admissions to provide information to prospective parents when required
- Act as translator when needed for meetings with parents, in relation to the responsibility of the Front Office.
- Handle day-to-day issues (requests, mail log, car stickers, parents badge, visitors, shipment)
- Compose routine letters, faxes, memos. Route or answer routine correspondence.
- Coordinate the arrangement of meetings, travels, group insurance, transportation, etc.
- Coordinate with PTA (Parents Teacher Association) as a contact person for committee arrangement, meeting for school events.
- Be responsible for submitting trip documents to MOE for school trips
- Be responsible for school letter including a letter for summer camp, etc
- Liaise with parents for visa enquiry and issuing the visa letter for student and guardian with relevant documents.
- Facilitate and assist Visa Liaison Officer for visa matters
- Liaise with parents for any school bus enquiries
- Be responsible for school bus documents (e.g. cash advance, students bus lists, health record)

Marketing and Public Relations

- Assist in organizing public relations including events; open-days, exhibitions, direct mail etc.
- Assist in the marketing research upon request.
- Participate in school exhibitions, events within and outside the school as required

Minimum Qualifications:

- Bachelor's degree level
- New graduate is welcome or at least 2 years work experience in the service industry is a plus
- Knowledge of computer systems.
- Strong service orientation
- Multitasks and organisation skills
- Good command of English
- Strong interpersonal skills

Required Competencies:

- **Customer and Market Focus**
Ability to diagnose and anticipate parents and students needs and expectations and to quickly respond to them.
- **Analytical Thinking and Problem Solving**
Ability to identify problems, determine how to solve problems, evaluate alternatives, assess risk, and make timely decisions.
- **Office Equipment Expertise**
Ability to use office equipment to perform tasks; skill at teaching others how to use equipment; skill in a variety of office techniques (e.g., typing, data entry).
- **Communication**
Ability to clearly convey ideas orally and in writing, and to listen to and understand what others are saying. Ability to provide feedback and follow up where necessary.
- **Business Writing Skills**
Ability to compose business letters; respond to inquiries in writing; skill in use of appropriate business terms to achieve desired results.
- **Computer and Software Proficiency**
Ability to use relevant software; computer literate; ability to integrate various software to meet office needs.
- **Scheduling and Coordinating**
Knowledge of others' plans and schedules; skill in coordinating functions and ensuring desired results; ability to prioritize and make decisions; ability to do multiple tasks and support several people at once.