

Reinach Campus Receptionist Job Description

Core Purpose:

The core purpose of this position is being the first point of contact for all visitors to the Reinach campus and to carry out a range of central administrative duties. Duties should be conducted in such a way that the post holder will support the aims and values of the School at all times.

ISB Philosophy and Objectives:

It is expected that all ISB employees will become familiar with the school mission, working to promote these in all aspects of their role

***“We all want to learn more;
We all do it in different ways;
We all have fun learning;
We all help.”***

Line Manager:

Business and Facilities Manager

Professional Qualifications and Qualities:

- Commercial background and 2-3 years' experience in reception and office administration;
- Excellent interpersonal skills with a strong customer service orientation;
- Self-motivated individual with strong organizational skills, excellent written and verbal communication skills in English as well as fluency in German;
- Able to work well independently as well as with students, parents and staff members;
- Ability to work with tact and discretion and to maintain appropriate confidentiality;
- Possess the maturity and commitment to exercise sound judgment;
- Proven analytical, organizational, time management and multi-tasking skills;
- Must be computer literate including word, excel and must acquire knowledge of ISB database.
- Flexibility, reliability and initiative in support of all Receptionist functions.

Responsibilities

- Welcome and assist parents, students, and other visitors to the school, ensuring that visitors receive visitor badges and adhere to procedures regarding signing in and signing out;
- Act as key point of contact for staff and students within the school ;
- Oversee staff sign in and sign out;
- Maintain oversight of student attendance according to school policy;
- Deal with a range of communications, including telephone/switchboard enquiries, email, post and courier services; ensure the effective functioning of the telephone system;
- Book facilities such as the cafeteria, foyer and gym halls;
- Have responsibility for signing in and signing out keys including lift keys;
- Oversee the receipt and distribution of deliveries;

- Oversee all aspects of the Post and/or Fed Ex shipments including distribution, preparation and arranging pick-up and delivery;
- Prepare parent and visitor badges;
- Provide input to the Reception budget, ensure, order/purchase office supplies;
- Manage petty cash box;
- Sign out and top-up school cell phones;
- Assist the school office administrators with administrative tasks;
- Provide administrative support at school events, including conferences;
- provide holiday cover for reception at either campus;
- Carry out additional activities, as requested, in line with the general expectations of this job description.

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