

Job Description: Front Office Administrator

General Duties

The Front Office Administrator's priority is to manage the personal relationships between prospective and existing clients and the staff at the EduExcellence campus. Specifically, this priority will facilitate enrollment and the later interactions between clients (learners and parents) and the Campus Leader and Deputy Campus Leader (also Phase Leaders and teachers as required) and the Group Leadership. A secondary priority might be some practical aspects of the management of campus staff and learners.

Reporting

The Front Office Administrator reports to the Campus Leader.

Optionally, the Front Office Administrator might manage, the following non-academic staff:

- Kitchen and/or
- Cleaners

(This function will depend on the specific skills of the staff present on the campus and might shift to either the Front Office Administrator or a for Kitchen Staff, a dedicated Catering Manager.)

Specific Duties

- Be available - supervise all reception area needs and serve as front line for visitors and prospective clients, through the following channels:
 - phone calls
 - emails
 - walk-ins
- Screen incoming calls and correspondence and respond independently when possible;
- Manage calendars and schedule appointments for to ensure the effective use of their time:
 - Campus Leader
 - Deputy Campus Leader
 - Assesors
 - Therapists

- Enrolment Process Management:
 - Manage the entire enrolment process using our Enrolment System
 - Follow up on leads and assist parents through the process
 - Supporting documentation
- Keep Parent and Learner details up-to-date on our Learner Management System
- Assist parents and Back Office Administrator with sales of:
 - Uniforms
 - Other stock items
- All aspects associated with Assessment:
 - Appointments with parents and assessor
 - Follow up appointments
 - Documentation
- Handover of applicants to Back Office Manager
- Make logistical arrangements for meetings and larger events.
 - Including open days
- Update mail/phone contact lists;
- Manage learners:
 - Sick bay
 - Contact with parents w.r.t. illness or injury
 - Learners being off ill or late
- Analyze workflow to help create appropriate infrastructure for organization by:
 - Observing the needs and the systems that responds to those needs,
 - Making suggestions and discussing potential changes.
- Assist Campus Leader or Deputy Leader with the management of staff with respect to:
 - Leave – sick or planned
- Provide cover for the Back Office Administrator
- Management of kitchen and cleaning staff (If required)
- Management of the breakfast and lunch program (If required)

Requirements & Qualifications

The ideal candidate should possess the following requirements/qualifications:

- High EQ with proven ability to deal with distraught clients
- Confidentiality: Assure discreet handling of all communications and situations
- Strong organizational, analytical, interpersonal, and oral/writing communication skills required
- Minimum 3 years experience in office management, preferably providing support to an executive level position

- Experience at an educational institution would be an advantage
- Experience with student or school management system such as Staffroom would be an advantage
- Proven competency with MS Office products
 - MS Word templates
 - Basic Excel formulas
- Proven experience with cloud based services, including:
 - Google Drive (or the equivalent i.e. Dropbox)
 - Google Calendars
- Ability to exercise sound judgment, take responsibility for meeting deadlines, and “getting things done”
- Exceptional attention to detail are a must
- A willingness to learn is essential
- A willingness to work with and not against our learners is not negotiable
- Demonstrate responsiveness, tact, diplomacy, good judgment, and confidentiality in communications with all levels of staff and clients.
- Fully agree with our values of:
 - I am passionate
 - I am conscious
 - I am solution orientated
 - I have courage
 - I am professional
 - I am ethical
 - I have empathy
 - I am faithful
 - I have a serving heart

Document Information - For Office Use only

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