



Dubai
English
Speaking
Schools

Dubai English Speaking Primary Job Description and Person Specification

Job Title: Receptionist / Admin Support

Reports to: Office Manager

Collaborates with: All Departments

OBJECTIVE OF THE ROLE

An exciting opportunity for a dynamic, experienced Receptionist to join our team at DESS Oud Metha and Academic City. The selected candidate will need the ability to demonstrate initiative, be highly organised, work independently and efficiently and deal with challenging situations. These skills are crucial in this fast moving and exciting department. The working hours are 7.45am – 4.15pm Monday to Thursday, Friday 7.45am – 12.45pm.

MAIN RESPONSIBILITIES

- Dealing with class registers, late students and leave requests.
- Liaising with new starters/taster sessions parents.
- Sending out daily reports for students on leave, and absent/ Ill students.
- Arranging and inputting of tours, from inputting of requests to acknowledgment, reminder e-mail and phone call, and follow-up survey.
- Answering the phones, and reception and absence e-mails.
- Cover late children, especially those after ECA's, between 3.45pm to 4.15pm Monday to Thursday.
- Dropping and picking up of students for their taster sessions.
- Up-dating class and fire registers.
- Creating Attendance Reports at the end of each term.
- Supporting other Admin staff with their work, i.e. stationery orders, admissions.
- Arranging of collection and delivery for staff documentation as part of visa renewals to HR at DESS.
- Flexibility to stay late/start earlier if required.
- To be the first point of call for all visitors and phone calls to the school.
- Record students' absence and contact parents daily of any non-authorized leave.
- To distribute incoming post.
- Discourage cold callers and direct via website contact form.
- To provide cover during some of the school holidays.
- To assist in other admin tasks as appropriate.
- Assist with admin duties around the school in particular at busy times.
- Calling parents on behalf of teachers.

PERSON SPECIFICATION

- Ability to communicate professionally, clearly and effectively in both verbal and written communication.
- Flexibility to stay late/start earlier if required.
- Excellent organisational skills, ability to prioritise, handle multiple tasks simultaneously with exceptional attention to detail.
- High level of interpersonal skills to handle sensitive and confidential situations.
- Good customer service skills.
- Microsoft Office skills essential, ISAMs experience an advantage
- Calm under pressure.

This list is not exhaustive and is designed to provide a framework for areas of development the successful candidate will have responsibility for within the Primary school.