

职位说明书/ Job Description

基本信息/General Information			
所在机构/ Business Unit	北京乐成国际学校 BCIS	所在部 /Department	招生和社区关系部 Admissions and Community Relations Department
职位名称/Job Title	前台兼职招生助理 (主校区) Receptionist/Admissions Assistant (Main Campus)	职级/Job Level	Leave as blank for the moment, will define after job level mapping
汇报关系/Reporting Relationship	上级职位/Direct Manager's Position	高级招生官 Senior Admissions Officer	
职位概述/Position Summary			
(请简短描述此职位的设置目的、工作范围/Please describe the position objective and working scope in brief.)			
<p>Under the leadership of Senior Admissions Officer, and Admissions and Community Relations Senior Manager, this position includes dealing with enquiries, responsible for daily face-to-face, telephone and email communication with parents, following up with parents by call or emails as needed by Admissions and Community Relations Senior Manager and Admissions Officers and providing valuable feedback about parents' needs and wants to the team, and building a harmonious relationship within the community. This role is the first point of contact for school and campus visitors, so the Receptionist/Admissions Assistant at Main Campus will warmly receive and greet all BCIS visitors and guide them to the right place or find the required resources. Meanwhile, this role will assist Admissions Officers to prepare requested admissions items for events, interviews, campus tours etc.</p>			
岗位职责/Responsibilities			
主要职责/Major Responsibilities			比重
Enquires 1. Responsible for daily face-to-face, telephone and email communication with parents. 2. Receive and transfer phone calls in a timely, efficient and polite manner. 3. Follow up with parents by call or emails as needed by Admissions Manager or Admissions Officers. 4. Ensure enquires receive timely answers from Admissions Officers if they are beyond your knowledge. 5. Provide valuable feedback about parents' needs and wants to the team.			45%

Community Relations <ol style="list-style-type: none"> 1. Be the first point of contact for school and campus visitors. 2. Dress professionally, speak confidently with a smile and always act with a service mindset. 3. Warmly receive and greet all BCIS visitors and guide them to the right place or find the required resources. 4. Proactively help solve community members' questions. 5. Be familiar with all on-going or upcoming events on campus and proactive remind team to show up. 6. Issue student enrollment proof letter per request. 	20%
Administration <ol style="list-style-type: none"> 1. Assist Admissions Officers to prepare requested admissions items for events, interviews, campus tours etc. 2. Ensure the front-desk area is clean and welcoming. 3. Manage document filing on Teams or on the white board in a timely manner. 4. Track application data regularly and share trends with team. 5. Manage team's lunch duty schedule, phone recording schedule during holiday time etc. 6. Act as the trainer and mentor to temp receptionist during Admissions peak season. 7. Turn on the big screen and make sure the correct photos are played and turn off TV when off work. 	25%
Team Collaboration <ol style="list-style-type: none"> 1. Be reflective, think critically and creatively, and demonstrate initiative to help the team improve and develop. 2. Help build and maintain a positive Admissions team spirit. 3. Be responsible for team building activities including monthly Awesome Service Award, birthday parties, gift purchasing etc. 4. Collate data, research, phone call follow-up as needed. 5. Participate in events such as Open Houses, JingKids Fair, New Parent Breakfast, Spring in the City, Alumni Reunions etc. 6. Work on other projects designated by Admissions & Community Relations Senior Manager and Senior Admissions Officer. 	10%

主要绩效指标/Key Performance Indicators

准确性 Accuracy : 相关数据的正确率为 100% The accuracy of relevant data is 100%

专业性 Professional : 通过不断提升专业知识, 为教学及行政团队提供有效支持 Provide effective support for academic and admin team through continuous improvement of professional knowledge

及时性 Timeliness : 工作需求在收到当日进行沟通回复 Communicate and respond to work requirements within one day of receiving the requirements

效率性 Efficiency : 工作积极主动, 及时完成工作, 无不良反馈 Work proactively, complete the work in time, without negative feedback

任职资格/Qualifications

教育背景/Education Background	Bachelor's degree or higher, majoring in public relations, marketing or English is preferred				
工作经验/Working Experience	2-4 years' experience in public relations, marketing and/or Alumni Relations is preferred				
相关证书/Certification	无/Not Applicable				
能力素质/Skills and Competencies	Excellent communication skill both in Chinese and English.				
	Strong writing, planning and organizational skills. Ability to organize and complete multiple tasks simultaneously with close attention to detail.				
	Knowledge of marketing, public relations and event planning, methods and techniques.				
	Understanding of and passion for education.				
	Excellent interpersonal skills, together with the ability to work collaboratively and courteously with colleagues throughout the institution, alumni, other constituents, and the general public				
	熟练使用办公软件，如 word, excel, PPT 等 Computer literacy, skilled in office software, like word, excel, PPT, strong Internet skills, including research, use of social media, and basic website management				
	Strong leadership skills with the ability to be persuasive and influential				
	Flexibility and initiative, as well as the ability to work independently, combined with the skills for thriving in a team environment to achieve institutional goals				
职业发展路径/Career Development Path					
版本信息/Version Information					
版本号/Version No.	001				
编写日期/ Date of Creation	2021-5-24	修订日期/Date of Revision		审批日期/Date of Approval	

编写人/Drafted by	Carrie Xing	修订人/Reviewed by	Phil Clark	审批人/Approved by	HR department
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