

Job Description: Admissions Assistant

职位说明：招生助理

Position goal 职位目标:

Under the leadership of Admissions Officer/Senior Admissions Officer, and Admissions 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 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 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.

在招生官/高级招生官和招生经理的领导下，该职位包括处理询问，负责与家长的日常面对面、电话和电子邮件沟通，通过电话或电子邮件与家长进行跟进。根据招生经理和招生官的需要，向团队提供有关家长需求和愿望的宝贵反馈，并在社区内建立和谐的关系。这个角色是学校 and 校园访客的第一个接触点，因此主校区的招生助理将热情接待和问候所有 BCIS 访客，并引导他们到正确的地方或找到所需的资源。同时，该职位将协助招生官准备活动、面试、校园参观等所需的招生物品。

Report to: Admissions Manager/Admissions Officer/Senior Admissions Officer

汇报对象: 招生经理/招生官/高级招生官

主要职责/Major Responsibilities

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.

咨询

1. 负责与家长的日常面对面、电话、邮件沟通。
2. 及时、高效、礼貌地接听、转接电话。
3. 根据招生经理或招生官员的需要，通过电话或电子邮件与家长进行跟进。
4. 如果超出您的知识范围，请确保招生官员及时答复。

5. 向团队提供有关家长需求和愿望的宝贵反馈。

Community Relations

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.

社区关系

1. 成为学校和校园访客的第一联系人。
2. 着装专业，说话自信，微笑，始终以服务心态行事。
3. 热情接待并问候所有BCIS访客，并引导他们到正确的地方或找到所需的资源。
4. 主动帮助解决社区成员的问题。
5. 熟悉校园内所有正在进行或即将举行的活动，并主动提醒团队出席。
6. 根据要求出具学生入学证明信。

Administration

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.

行政

1. 协助招生官准备活动、面试、校园参观等所需的招生物品。
2. 确保前台区域干净、温馨。
3. 及时管理Teams或白板上的文件归档。
4. 定期跟踪应用数据并与团队分享趋势。
5. 管理团队午餐值班安排、节假日电话录音安排等。
6. 招生旺季期间担任临时接待员的培训师和导师。
7. 下班时打开大屏幕并确保播放正确的照片并关闭电视。

Team Collaboration

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 Manager and Admissions Officer.

团队协作

1. 善于反思，批判性和创造性地思考，并表现出主动性，帮助团队改进和发展。
2. 帮助建立和维持积极的招生团队精神。
3. 负责团队建设活动，包括每月优质服务奖、生日聚会、礼品采购等。
4. 根据需要整理数据、研究、电话跟进。
5. 参加开放日、Jingkids嘉年华、新生家长早餐、春季游园会、校友聚会等活动。
6. 承担招生经理和招生官指定的其他项目。

Qualifications

1. Bachelor's degree or higher, majoring in public relations, marketing or English is preferred.
2. 2-4 years' experience in public relations, marketing and/or Alumni Relations is preferred.
3. Excellent communication skill both in Chinese and English.
4. Strong writing, planning and organizational skills. Ability to organize and complete multiple tasks simultaneously with close attention to detail.
5. Knowledge of marketing, public relations and event planning, methods and techniques.
6. Understanding of and passion for education.
7. Excellent interpersonal skills, together with the ability to work collaboratively and courteously with colleagues throughout the institution, alumni, other constituents, and the general public.
8. Computer literacy, skilled in office software, like word, excel, PPT, strong Internet skills, including research, use of social media, and basic website management.
9. 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.

任职资格

1. 本科及以上学历，公共关系、市场营销、英语专业优先。
2. 具有2-4 年公共关系、营销和/或校友关系经验者优先。
3. 优秀的中英文沟通能力。
4. 较强的写作、策划和组织能力。能够同时组织和完成多项任务并密切关注细节。
5. 了解市场营销、公共关系和活动策划、方法和技巧。
6. 对教育的理解和热情。
7. 优秀的人际交往能力，以及与整个机构的同事、校友、其他成员和公众礼貌地协作工作的能力。

8. 具备计算机基础知识，熟练使用word、excel、PPT等办公软件，较强的互联网技能，包括研究、社交媒体的使用和基本的网站管理。
9. 灵活性和主动性，以及独立工作的能力，结合在团队环境中蓬勃发展以实现机构目标的技能。

Application Process 申请流程

Candidates are requested to apply to jobs@bcis.cn and to send the following in a single PDF document. The Search Committee will conduct initial interviews as applications are received. Shortlisted candidates will be interviewed in person or online. The search committee reserves the right to close the selection process at any time if the right candidate is found.

- Cover letter
- Resume
- Up to date contact information of four references

应聘者请发送邮件至 jobs@bcis.cn 并以 PDF 格式发送以下内容。我们将在收到申请后进行初步面试。入围候选人将接受现场或在线面试。如果找到合适的候选人，我们会保留随时结束筛选过程的权利。

- 求职信
- 简历
- 四位推荐人的联系信息

NOTE: The above job description reflects the general requirements necessary to describe principal functions or responsibilities of the job identified and shall not be interpreted as a detailed description of the work requirements that may be inherent in the job, either at present or in the future.

备注：上述岗位职责反映了该岗位的主要功能或职责的总体要求，并不能被视为对该岗位要求的详细描述。