



## Job description: Multilingual Front Desk Assistant

The Swiss International Scientific School in Dubai is a leading day and boarding school where future generations are inspired to become confident and enthusiastic life-long learners, ready to embrace the opportunities of a global world. Our school follows the full continuum International Baccalaureate (IB) programme in English with additional languages or in two bilingual English-French and English- German streams. SISD is an IB Continuum World School authorised to offer and teach the IB Primary Years Programme (PYP), IB Middle Years Programme (MYP) and IB Diploma Programme (DP).

Our unique curriculum offers an engaging learning experience, the challenge of developing a real understanding of cultural diversity and the support of a thriving international community. Our large eco-friendly campus ensures that we can offer a wide range of sporting facilities that make the most of our location adjacent to Dubai Creek.

<b>Function</b>	Front Desk Assistant	<b>Division</b>	Administration
<b>Reports to</b>	Front Desk Executive	<b>Location</b>	Dubai, UAE
<b>Start date</b>	1 August 2018	<b>Position(s) Supervised</b>	-

<b>Job Scope</b>	SISD is an international school and the Front Desk Assistant and the Front Desk Executive have the important position of being the primary point of contact for students, parents, partners and services providers.
<b>Main Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Receive parents, guests and partners</li> <li>• Responsible for screening telephone calls, enquiries and requests, redirecting them appropriately and in a timely manner</li> <li>• Register late arriving/early pick up students</li> <li>• Maintain and update the students attendance system</li> <li>• Assist Finance with issuing payment receipts</li> <li>• Arrange couriers and sort and distribute post</li> <li>• Support the Admissions and Marketing team during peak times</li> <li>• Assist in distribution of e-mails from general school e-mail folder</li> <li>• Maintaining records and files</li> <li>• Keep telephone list updated</li> <li>• Assist in administrative tasks allocated by line manager</li> </ul>
<b>Key Relationships</b>	
<b>Internal</b>	SISD team, School Management, Teachers, Students
<b>External</b>	Parents, Guests, Partners, Suppliers

Position Requirements	
<b>Education</b>	Administration and/or Customer Service background
<b>MUST HAVE SKILLS</b>	<ul style="list-style-type: none"> <li>• Proficiency in English and in French and/or German</li> <li>• Any additional language a plus</li> </ul>
<b>Experience</b>	Minimum of 3 years' experience in the capacity of a Front Desk Executive/ Receptionist / Administrator in a multicultural environment or any other Customer Service function
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Friendly and groomed manners</li> <li>• Ability to work effectively and under pressure</li> <li>• Committed, highly flexible and service oriented attitude</li> <li>• Works well independently as well as in a team</li> <li>• Develops original and creative solutions to problems</li> <li>• Fully reliable in keeping strict confidence</li> <li>• Proficiency in the use of standard PC software, mainly MS Office suite</li> </ul>
<b>Salary &amp; Benefits</b>	The salary and benefits package is competitive, will be commensurate with the qualifications and experience of the successful candidate and is in line with UAE Labour Law.
<b>Contract</b>	Unlimited on DHCC Free Zone
<b>Application</b>	<p>Candidates are requested to submit the following documents:</p> <ul style="list-style-type: none"> <li>• Cover letter addressed to the Head of School, no longer than two pages, explaining your strengths as a candidate and why you are interested in this particular position</li> <li>• Current CV / resume not to exceed two pages with passport size photo</li> <li>• A list of 3 professional referees with current contact details (position, phone number and e-mail address) not older than 5 years</li> </ul> <p>Please send your application to: <a href="mailto:hr@sisd.ae">hr@sisd.ae</a></p> <p>SISD is committed to safeguarding and promoting the welfare of all of its employees and students. A police check is a pre-requisite for all appointments.</p>