

Job Description

Position : Front Desk Executive

Department : Admin

Job Summary:

The Front Desk Executive is the first point of contact for all visitors, parents, students, and staff at the school. This role is essential in representing the school in a warm, professional, and efficient manner while managing the front desk operations. The Executive ensures that all inquiries are handled promptly, visitors are appropriately assisted, and administrative support is delivered with excellence. A high level of discretion, communication, and organizational skills is essential to this role.

Job Responsibilities:

Front Desk Operations

- Serve as the welcoming face of the school by greeting all visitors, students, and staff warmly and professionally.
- Maintain a clean, organized, and inviting reception area, ensuring all materials (visitor log, pens, forms, brochures) are readily available.
- Manage access control by verifying and authorizing visitor entry in line with school safety protocols.
- Handle incoming calls professionally, screening and directing them to the appropriate departments with clarity and courtesy.

Communication & Stakeholder Engagement

- Respond to general inquiries from parents, students, staff, and external parties in a courteous and timely manner.
- Provide accurate information regarding school processes, contacts, and general guidance to parents, students, and staff.
- Set up and coordinate appointments or meetings for school leadership and staff as needed.
- Liaise effectively with internal departments (academics, operations, finance, etc.) to ensure smooth information flow and support.

Administrative & Clerical Support

- Offer administrative support such as document preparation, data entry, and filing.
- Maintain records and archives of relevant correspondence and documents.
- Receive, sort, and distribute mail, email, and courier deliveries (DHL, FedEx, local services).
- Assist in issuing ID cards to students, staff, and authorized escorts.
- Manage and support internal communication systems and contact lists.

Event & Program Support

- Support the Supplemental Education Team and other departments in organizing events, programs, and activities with logistical and clerical assistance.
- Coordinate the sale and distribution of school event tickets.
- Support the school shop in selling uniforms, checking inventory, and preparing monthly stock reports for the finance team.

Customer Service Excellence

- Demonstrate empathy, patience, and professionalism in addressing concerns and complaints.
- Prioritize and respond to parent and student queries with a high standard of care, consistency, and respect, aligned with the school's commitment to community and excellence.

- Handle Frequently Asked Questions (FAQs) and escalate issues when necessary.

Responsibilities & Expectation

- Maintain the confidentiality of sensitive information at all times.
- Stay updated on school policies, procedures, and events to provide accurate assistance.
- Perform any additional tasks as assigned by the School Director or line manager.
- To understand and live the school's mission.
- Contribute positively to staff morale.
- Work as a team player.
- Maintain professional working relationships with colleagues, line managers and administrators.
- Maintain professional relationships with students, parents and staff.
- Take part in all training provided by the school, both internal and external.
- Represent the school by being a good role model.
- Model the qualities of the IB learner profile and attitudes and be an active member of the learning community.

Qualifications and Skills:

- Bachelor's degree in Business Administration, Communications, Hospitality, or a related field.
- Minimum 2–3 years of experience in the front office, preferably in an international or hospitality setting.
- Excellent verbal and written communication skills in English and Bangla.
- Proficient in Microsoft Office Suite, google workspace and general office equipment.
- Strong interpersonal and organizational skills.
- Professional appearance and demeanor.
- Ability to manage multiple tasks with a calm and solution-oriented approach.

How to apply:

To apply for the vacant position, please submit your resume and a cover letter outlining your qualifications and interest in the role. Send your application to hr@isdhd.org with the subject line: "Application for "Position Title" June 22, 2025