

## JOB FAMILY – Administration and Operations

Job Name	Receptionist
Job Code	
Job Summary	To manage the reception counter and act as a communication channel among visitors, teachers, students, cleaners and administration staff.
Main Accountabilities	<ul style="list-style-type: none"> <li>• Answer in-coming telephone calls courteously and transfer the calls to the appropriate person efficiently according to the assistance required by the caller</li> <li>• Meet and greet visitors warmly and professionally and provide them with the appropriate information and assistance</li> <li>• Check daily voice mail</li> <li>• Record the called sick leave and pass to primary/secondary office and HR through email</li> <li>• Check and sort school email and forward to relevant staff</li> <li>• Handle mail delivery, and arrange distribution efficiently</li> <li>• Handle and maintain an efficient system for the booking of meeting facilities</li> <li>• Procure and maintain inventory of office supplies; maintain records &amp; files</li> <li>• Prepare and distribute memos, reports and forms</li> <li>• Liaise with the cleaners and security guards</li> <li>• Assist internal and external parties with answers on information of a routine nature</li> <li>• Direct student's enquiries to the relevant staff</li> <li>• Ensure the school entrance and foyer area are attractive, clean and tidy</li> <li>• Performs other duties and assumes accountabilities as apparent or as delegated, including mutually agreed upon objectives</li> </ul>
Typical reporting relationship	Business Manager
Minimum typical education	Form 6 or above
Minimum typical experience	2-3 years relevant experience
Core Professional/Technical Competencies required	<p><b>Abilities</b></p> <ul style="list-style-type: none"> <li>• Fluency in English is essential. Cantonese would be an advantage</li> <li>• Excellent telephone manner</li> <li>• Proficient with Microsoft office and good research skills</li> <li>• Key-board and telephony skills</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Applies basic knowledge of ESF's organisation and familiarity with key personnel</li> </ul>

Core Soft/Transferable Competencies required	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Proactive and customer oriented</li> <li>• Attentive to Detail</li> <li>• Tolerance for Stress</li> <li>• Planning &amp; Organisational Skills</li> <li>• Follow-up</li> <li>• Able to contribute to a team and work independently</li> <li>• Creative and imaginative thinker, problem solver, flexible, capable of considering different perspectives</li> <li>• Understands that the student/teacher relationship is one of mutual respect</li> </ul>
<p>Note: This position follows a 5-day work week schedule across the year, including school holiday periods, with the entitlement of annual leave.</p>	

**Confidential**