



Preston International School

Akure, Ondo State, Nigeria

Job Description Receptionist

Name: ,

Date Appointed / Reviewed:

Reports to: Head of Admin

Works in close liaison with: Admin Officers, PA to the Directors, Security Unit, All Senior Management Team Members, Staff & Students

Official Hours of Work: 7.30am till 4.30pm (Mondays – Fridays, Occasional Saturdays)

Unofficial: Willing to be on call 24/7 as and when required by management.

Main duties and responsibilities

- To ensure that all visitors to the school are warmly received, with cheerful disposition and attended to effectively and efficiently. Also, all members of the school community are to be greeted warmly and treated well. You must be courteous and friendly to all visitors regardless of who they are and what their mission in the school is. ALL visitors must be well attended to and directed in a decisive manner as to who to see, when. A good balance must be sought as visitors turning up without appointments still need to be managed well and professionally. You must liaise very well with the Head of Admin in ensuring that good discretion is exercised in the booking of appointments, politely taking messages from visitors to be passed on to the directors or other personnel given their busy schedules etc.
- As the school's front desk officer, you are required to be the custodian of a number of administrative tools and equipment such as class books, registers, report books, visitors books, the electronic attendance capturing device for staff, etc.
- To attend to all incoming telephone calls to the school's landline and designated mobile phones within the designated official hours and when on after-school duty and to disseminate such information promptly to the necessary personnel to deal with such telephone enquiries or messages. You are also to communicate effectively to those who have made enquiries by providing the required information to them fully and professionally.
- To maintain the physical state of the school reception areas in a way and manner that showcases the school as a world class institution in its décor, ambience and provision of reading materials and such things as befit the 'front' of the school.
- You are to ensure that the school reception is always clean, tidy and well organised. The reception desk is to be free of clutter. It is the school's policy to only have work being attended to on the table. All other work and/or documents must be kept in the storage areas unless being worked upon.
- You must always have a neat and presentable appearance that conforms with the staff policy on decent dressing and appearance. Refer to the staff handbook for details.

- You are to ensure that ALL telephone calls to the school are answered and attended to in the most professional manner that will position the school as a centre of excellence and a world class institution in accordance with the training received.
- You are to ensure that the school reception is manned at ALL times that the school is open. The reception must never be left unattended. Working under your line manager, you are to ensure that you take responsibility for the opening and locking of the reception in the morning and at the close of work every day.
- All official visitor's book must be duly signed by government officials when they visit the school for official purposes. All other books for signing must also be monitored. These are, resumption signing-in books, exeat books, staff registers etc.
- Other administrative duties such as photocopying, involvement in collation of papers and documents, entering of data on the computer and many other such tasks are also to be undertaken as and when required.

Important Footnote: The above list of responsibilities is not exhaustive, and other duties and responsibilities may evolve to the post-holder as directed by management. This job description is subject to periodic review.

I have read and understood the Job Description outlined above and understand that failure to perform any of the assigned duties will lead to disciplinary action being taken against me.

Name: _____

Signature: _____

Date: _____