



Stamford American
INTERNATIONAL SCHOOL

JOB DESCRIPTION

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

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| Position Title | Community Engagement Executive | Reference: NOV2022ADM |
| Function/Department | Communications & Community Engagement | Location: Stamford |
| Manager Name & Title | Senior Manager Community Engagement and Chinese Ambassador | |
| Position Type | Permanent | |
| Position Status | Full Time | |

Position Objective

To be the main contact person for all parents and visitors, ensuring the smooth running of the school's Parent Helpdesk by providing efficient and professional customer service.
Use a Stamford identity that incites advocacy from the community.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with whom they come into contact will be to adhered to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

Customer Experience

- Ensure all enquiries via telephone, email and face to face are acknowledged and answered and forwarded to the appropriate team
- Login all feedback and customer queries on the ticket management tool
- Management of large-scale issues and complaints with escalation to Senior Community Engagement Manager where necessary.
- Support the Customer Experience Manager in other areas as required
- Support the Onboarding for new parents.
- Reporting any data discrepancy that affects Safeguarding of students.
- Providing support for parent, staff and student queries and concerns.
- Ensure information on parent portals is current and accurate, advise relevant stakeholders of changes needed and ensure changes are made.
- Case manage parent issues to ensure that resolution is reached and the parent has achieved the expected outcome.
- Translate parent documents and support divisions with translation needs for parent conversations where relevant.
- Support parents with medical insurance claims for accidents to parents and students on campus. Liaise with finance to ensure claims are managed and resolved efficiently.
- Work with the ID Cards team to print, distribute and troubleshoot issues with Parent ID cards and car decals
- Collect contact details updates and forward to the relevant departments to ensure contact changes are captured accurately.
- Collaborate with the communications team to inform of parent needs coming through, ideas for social media and provide support as needed.



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Reception

- Answer phone calls and direct incoming calls to appropriate parties
- Attend visitor enquiries and respond to emails in a timely manner
- Ensure the reception area is clean, welcoming and presentable.
- Regularly update notices and information on the display board within parent help desk office.

Korean Ambassador

- Assist with translation for Korean in written and verbal format
- Oversee parent engagement events for the Korean Community
- Be a school presence on the Korean social media channels
- Connect the Korean community when joining to the PTA cultural group

Position Requirements

- Self-motivated with an eye for detail.
- Shared commitment to safeguarding and promoting the welfare of children and young people.
- Ability to deal tactfully and confidently with telephone callers and visitors; ability to remain calm, composed and flexible within a busy and demanding environment.
- Ability to work independently with minimal supervision, as well as in a small team environment, sharing workload with other administrative staff and covering where necessary.
- Have a friendly demeanor and endearing nature, with a professional presentation.
- Reliable, flexible and honest, with ability to multitask and meet deadlines.
- Proven ability to maintain confidential information and discretion.
- Proven ability to communicate well across levels and nationalities with people from diverse backgrounds.
- Knowledge of other foreign languages will be an added advantage.
- Knowledge of working on CRMs will be preferred.
- Intermediate skills in Microsoft Office Suites and Google are necessary
- Translator for the Korean Community. Proficiency in Korean is a must

Qualifications

- Bachelor's degree with 3 to 5 years of work experience as a receptionist or in a customer service role
- Experience in an educational industry, servicing a multi-national clientele is an advantage.

Contacts

- School staff, parents, visitors and students
- External parties and contractors

Working Conditions

- Office environment
- Comfortable and open to communicating bilingually
- Open to work in both school campuses



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Terms of Employment

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| • Working Hours | 8:00 am – 5:00 pm, Monday to Friday |
| • Annual Leave | 21 working days |
| • Medical Benefits | Medical insurance provided where applicable |
| • Sick Leave/Hosp | 14 days sick leave and 60 days hospitalization leave (including sick leave) |
| • Probation Period | 3 months from date of commencement |
| • Referee request | Required |
| • Background Check | Required |