



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.

Position Title	Community Engagement Executive	Reference: SEP2023CE
Function/Department	Community Engagement	Location: Stamford
Manager Name & Title	Head of Community Engagement	
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 reception desk 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 Service

- 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 Incident management tool
- Manage survey implementation and results.
- Support the Customer Experience Manager in other areas as required

Reception

- Answer phone calls and direct incoming calls to appropriate parties
- Attend visitor enquiries and respond to emails in a timely manner
- Ensure to keep the reception area clean and presentable.

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 demeanour and endearing nature, with a professional presentation.



Stamford American
INTERNATIONAL SCHOOL
JOB DESCRIPTION

- Reliable, flexible and honest, with ability to multitask and meet deadlines.
- Proven ability to maintain confidential information and discretion.
- Must have outstanding communication skills in English and Asian language like Mandarin, Japanese, Korean, Thai; both spoken and written. 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 is necessary

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

Terms of Employment

- | | |
|--------------------|---|
| • 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 | 60 days hospitalization leave, including 14 days sick leave |
| • Probation Period | 3 months from date of commencement |
| • Referee request | Required |
| • Background Check | Required |

Stamford American International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Pre-employment background checks are mandatory and appointments are strictly subject to confirmation that all reference and background checks are completed to the satisfaction of Cognita, Stamford's parent organization.

We are an equal opportunity employer and disallow discrimination of age, ethnic origin, nationality, gender, religion, sexual orientation, family status, pregnancy, marital status, medical or mental health history, physical characteristics or disability. We welcome applications from all qualified candidates.

Please note that only shortlisted candidates will be notified.