



| JOB DESCRIPTION | |
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| Job Title: | Front Desk Receptionist |
| Grade: | G- Administrative Assistants |
| Reports To: | Head of Communications |
| Department: | Communications |
| Context/Scope: | Rosslyn Academy provides a North American-curriculum, Christian educational program (preschool to 12) to families in Kenya. We welcome other students who are in harmony with Rosslyn values and who show evidence of potential for academic success and future leadership. |
| Purpose | <p>The Front Desk Receptionist is the first point of contact for staff, students and visitors coming to Rosslyn.</p> <p>This role works closely with students, teachers, administrators and parents to provide services that enables the development of God-given gifts for Christ-like service in the world community.</p> |
| Top 3-5 Accountabilities | <p>Front Desk Receptionist</p> <ul style="list-style-type: none"> ● Make a positive first impression of Rosslyn (dress code, neat desk and office space) ● Receive all incoming students, families and guests respectfully, professionally and direct them to appropriate personnel. ● Assists in all aspects of maintaining a professional front office. ● Receive and directing incoming phone calls to the appropriate staff member in a timely, professional manner. ● Receives, all incoming mail, documents, books, materials and supplies and ensure delivery to the right people. ● Filing and copying of sensitive information. ● Assists guests with routine problems and will refer non-routine items to a supervisor. ● Read, comprehend and apply job-related written material and make decisions as needed. ● Serve as a host for prospective families or student testing. <p>Events Planning</p> <ul style="list-style-type: none"> ● PTF Assistance- assist with selling tickets and/or booth spaces for various PTF Events (Harvest Carnival, Mistletoe Market, International Day, Spring Fling). ● Assist PTF with the sale of Spirit Store merchandise as needed. ● Assist the Head of Communications with event planning logistics and details. ● Manage the Credit Sign Up Process for Professional Staff. <p>Community Communication</p> <ul style="list-style-type: none"> ● Format and distribute the Rosslyn Reporter on a weekly basis. ● Manage the Community Portal logins and provide assistance to parents as needed. ● Manage the School SMS messaging system to parents. ● Prepares and distributes the daily announcements to all staff members. <p>All other duties as assigned</p> <p style="text-align: center;">As needed will take on additional responsibilities within reason.</p> |

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| <p>Qualifications and Experience Required</p> | <p><u>Educational & Computer Qualifications</u></p> <ul style="list-style-type: none"> • Minimum of a Bachelor’s Degree in Business Administration • Proficiency in Microsoft office suite (Publisher, Word, PPT, Excel) <p><u>Work experience</u></p> <ul style="list-style-type: none"> • A minimum of 2 years of experience in a secretarial position. • Must have excellent communication, Human Relations, and leadership skills • Be able to learn new computer programs and design programs quickly • Exhibit a personality that demonstrates enthusiasm and the interpersonal skills to relate well with students, staff, administration, parents, and community and service providers • Critical thinker and problem-solving skills • Exhibit a continuing sense of God’s calling to service • Demonstrate a respect and experience for diversity of culture, religion. • Embraces the concept of adding value and thrives on delivering results in a continually evolving work environment and being flexible • Excellent computer skills <p><u>Functional Capabilities:</u></p> <ul style="list-style-type: none"> • Ability to work under pressure • Interpersonal skills • Organized & detail oriented • Time management • Problem solving skills • Communicate effectively, orally and in writing. |
| <p>Barriers to Success in Position:</p> | <ul style="list-style-type: none"> • Lack of ownership and understanding of Rosslyn’s mission and vision. • Lack of life congruent with the Basic Tenets of Rosslyn Academy. • Lack of ability to collaborate across departments within Rosslyn. • Lack of credibility and relationships with internal and external stakeholders of Rosslyn. • Lack of ability to drive continuous improvement and change whilst bringing people on the journey and continuing to delivering baseline performance. • Lack of high analytical, interpretative and decision-making skills • Inability to maintain confidentiality in their duties. • Lack of integrity and leadership skills. |