

Job Description

Executive - Front Office and Admissions

Guiding Statements

- **Our Vision:** To provide an innovative international education that inspires learners to make a positive impact on the world.
- **Our Mission:** To provide an inclusive learning community, embracing diversity by offering a challenging IB education which empowers its members to be caring, global citizens.
- **Our Motto:** “Igniting Minds, Impacting Lives”

School Context

IGB International School (IGBIS) is a vibrant Early Years to Grade 12 international school that provides a dynamic, innovative and inclusive learning environment where students are challenged to excel in both their learning and personal growth. An International Baccalaureate (IB) World School, IGBIS was the first school in Malaysia authorised for the full continuum of IB programmes: the Primary Years Programme (PYP), the Middle Years Programme (MYP), the Diploma Programme (DP), and the Career-related Programme (CP). IGBIS is the only school in Malaysia accredited by the New England Association of Schools and Colleges (NEASC) and is also a member of the Association of International Malaysian Schools (AIMS), the East Asia Regional Council of Schools (EARCOS), the Council of International Schools (CIS) and Next Frontier Inclusion.

An IB education aims to develop inquiring, knowledgeable and caring young people who help create a better and more peaceful world through intercultural understanding and respect. This philosophy underpins the curriculum, co-curricular and after-school programmes at IGBIS with the aim to inspire students to become principled, global citizens. IGBIS is committed to providing high-quality international education for our students in an inclusive learning community where they participate in a challenging, caring and holistic educational experience.

Pro-Diversity Statement

As a school with inclusiveness as a Pillar, we are committed to diversity and therefore aim to hire staff as diverse as the students we serve. Our goal is to create an organizational culture that gives voice to a variety of global perspectives from within Malaysia and across the world. We work with a wide range of people who are experienced, qualified and mission-aligned, including people from traditionally underrepresented backgrounds.

Child Safeguarding Commitment

Safeguarding the welfare of children and young people is a priority and we expect all staff to share that commitment. All IGBIS teachers and staff undergo child safeguarding screening including checks with past employers, law enforcement authorities, and other governmental agencies as required.

Reports to

Manager - Admissions

Main Working Relationships

Admissions Team, School Administrators, Marketing Team, Parents and Students, Academic Department Heads, Finance Department, External Education Agencies, and Other School Staff.

Our Shared Responsibility

- Commit to, pursue and positively promote the School's Vision, Mission, Motto and Pillars.
- Model and encourage culture and climate in support of the IGBIS Guiding Statements and the IB Learner Profile to create a sense of belonging for all.
- Develop an environment in which students and staff are challenged, supported and provided with a sense of purpose so as to develop and maintain an enthusiasm for learning.
- Critically reflect on and constantly improve your own knowledge and skills through professional dialogue, collaboration and professional development.
- Build relationships with all stakeholders that promote the success of the School.
- Communicate effectively with students, parents, school administrators and other staff, including the ability to discuss topics which may be sensitive and/or challenging.
- Have the ability to organize tasks and manage your time in order to meet deadlines with accuracy and professionalism.

Position-Specific Responsibilities

As the Executive - Front Office and Admissions at IGBIS, you hold a pivotal role in managing our school's first point of contact and facilitating the admissions process. Your responsibilities are diverse, encompassing both Front Office Management and Admissions Coordination. You play a vital role in ensuring a positive and welcoming experience for prospective parents, visitors, and students.

In your capacity as the Executive - Front Office and Admissions, you serve as a crucial link between our school and prospective families. Your dedication to creating a welcoming environment and facilitating smooth admissions processes greatly contributes to the success of IGBIS. Your role involves a broad spectrum of responsibilities, which include but are not limited to the following:

Front Office Management:

- Professional Appearance and Interaction: You understand the significance of creating a positive first impression. Your professional manner, attire, and warm interactions set the tone for all who enter our school.



IGB International School (IGBIS)

Jalan Sierramas Utama, Sierramas, 47000 Sg. Buloh, Selangor, Malaysia.

IGBIS is owned by Detik Harapan Sdn Bhd (790342-W)

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- Effective and friendly communication is your hallmark. Whether it's answering phone calls or greeting visitors, your clear and welcoming approach ensures a pleasant experience.
- You take pride in maintaining the appearance of our front office. It reflects our commitment to excellence. Keeping it tidy, well-organized, and stocked with necessary materials is part of your routine.
- Managing front desk operations and attending to incoming calls are core aspects of your role. You ensure our voice attendance system is up-to-date, and inquiries are promptly addressed.
- You utilize our school calendar to personally greet families visiting IGBIS, providing a warm and appreciative welcome.

Admissions Coordination:

- Guiding prospective parents through the admissions process is central to your role. You serve as a key contact point for their inquiries, offering comprehensive information about our school, entry requirements, and admissions procedures.
- Ensuring that all application documents are complete and application fees are processed accurately is part of your meticulous approach. You meticulously input new student details into our student data management system.
- Coordinating admissions assessments and effectively communicating outcomes to parents are integral aspects of your role.
- You provide invaluable support to Division Principals by organizing applicant materials for review and following up on application outcomes.
- Scheduling and facilitating admissions interviews, and ensuring successful applicants meet with Division Principals and the Head of School, are among your responsibilities.
- Once students are enrolled, you provide essential information to new parents, including our Student Handbook and School Calendar. You assist in coordinating uniform fittings, transportation services, and other enrollment-related tasks.
- For withdrawing students, you prepare official transcripts, grade reports, and certificates of attendance. You also assist in liaising with the Finance Department for deposit refunds.

Administrative and Other Duties:

- Data Management: Your role includes providing administrative support to the Admissions Manager. This encompasses tasks such as data collection, report generation, and maintaining our Student Management Database portal.
- Maintain files of various resources, ensuring they are up-to-date and readily accessible for staff and visitors.



- Prepare refreshments for visiting families in the Admissions Office, ensuring they feel welcome and comfortable.
- Update the office diary and appointments for Admissions, facilitating efficient scheduling.
- Report and participate in Admissions meetings
- Provide holiday cover for others and reception
- Preparing and assisting with Open Days, and special events in the School
- Undertake other duties/tasks as and when assigned by the Line Manager.

Personal Attributes, Skills and Characteristics

As an Admissions Team Member:

- **Adaptability:** The ability to adapt to changing enrollment trends, prospective student needs, and educational dynamics as the field of admissions is continually evolving.
- **Admissions Proficiency:** Possessing strong admissions skills and proficiency in enrollment tools, strategies, and tactics to effectively attract and enroll students.
- **Data Analysis:** Demonstrating the capability to analyze enrollment data, applicant insights, and admissions performance to make data-driven decisions for the benefit of the school's enrollment efforts.
- **Student-Centric Approach:** Having a dedicated focus on providing excellent service to prospective students, parents, and stakeholders, ensuring their admissions needs and inquiries are addressed promptly and effectively.
- **Innovative Thinking:** Cultivating a creative and innovative mindset to explore new admissions technologies and strategies that can enhance the school's enrollment efforts while staying current with the latest trends in education and admissions.

As an IGBIS Staff Member:

- **Establishing Effective Working Relationships:** Skill in establishing and nurturing effective working relationships based on mutual respect with colleagues, clients, and stakeholders.
- **Proven Problem-Solving Skills and Initiative:** Demonstrating a track record of effective problem-solving skills and the proactive initiative to address challenges.
- **Cross-Cultural Sensitivity:** Sensitivity to cultural differences and a commitment to fostering an inclusive and diverse environment within the organization.
- **Open- and Internationally-Minded:** Being open- and internationally-minded with good intercultural understanding.
- **Effective Communication in English:** Fluency in English with strong oral and written communication skills, facilitating clear and effective communication.
- **Resilience, Flexibility, and Energy:** Having the resilience, flexibility, and energy needed to thrive in a growing and dynamic school.



- **Continuous Learning:** A commitment to ongoing professional development and staying current with the latest trends in work-related aspects.
- **Honesty, Integrity, and Compassion:** Demonstrating honesty, integrity, and compassion, all with a good sense of humour.
- **Outstanding Interpersonal Skills:** Being an outstanding listener who thrives in a collaborative environment.
- **Professional Conduct:** Adhering to high standards of professional conduct and consistently aligning with the organization's core values.
- **Teamwork:** Being a good team player.

Required Qualifications

Minimum Academic/Professional Qualification

- Candidate must possess a Profession Certificate/Diploma in a relevant discipline

Related Experience

- Minimum 3-4 years of relevant working experience preferably in the education industry

Competencies (Knowledge, Skills & Abilities)

- Strong verbal and written skills for clear interactions with stakeholders.
- Exceptional customer service orientation and active listening to address inquiries warmly and accurately.
- Excellent command of spoken and written English, with knowledge of other languages as a plus.
- Excellent planning and organizational abilities, including multitasking and working under pressure.
- Proficiency in using computer tools like MS Office and Google Workspace.
- Ability to work well within a team, maintaining confidentiality and a positive attitude.

Additional Notes

This job description details responsibilities but is not prescriptive. The incumbent may be required to undertake other duties and responsibilities commensurate with the scope of the post. This job description may be subject to amendment, to meet the changing needs of the school, following appropriate consultation.

IGBIS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share and demonstrate this commitment.



How to Apply

Candidates should email their application to Human Resources at recruitment@igbis.edu.my with the specific position being applied to in the subject line. Please be sure to include:

1. A cover letter specific to the role you are applying for with why you believe you are a fit.
2. An up-to-date CV with no employment gaps.
3. The contact details for three referees including your current/most recent Head of School or equivalent.

