

## Job Description

### *Executive - 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 the 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, and Motto.
- 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 an Executive - Admissions at IGBIS, you are crucial in bolstering our student enrollment initiatives. Reporting to the Manager - Admissions, this position demands a proactive and highly organized individual to provide essential support in implementing the school's admissions strategies. Your collaboration with the admissions team and various stakeholders is instrumental in delivering a smooth and effective admissions process for prospective students and their families. Your contributions directly influence the composition of our diverse and talented student community. This role encompasses a broad array of responsibilities, including but not limited to the following:

### Admissions Processes

#### Attending Enquiries

- A key point of contact for prospective parents making an enquiry of admission.
- Handling enquiries from prospective parents through telephone, e-mail and walk-ins.
- Providing accurate and factual schooling information to potential parents and advising them on the entry requirements and admissions procedures.
- Scheduling appointments for parents to visit the school and conduct school tours.



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- Input and update all enquiry details onto the school student data management system.
- Assist with compilation of enquiries data as and when required by the line manager or the Head of School.

### **Processing Student Application**

- Application Received
- Ensure all relevant documents are appended and the application fee is paid.
- Responsible for ensuring the new student's details are entered into the school student data management system/software.

### **Admissions Assessment**

- Responsible for contacting parents to schedule the admissions assessment for the child/children.
- To organize the admissions assessment for all applicants seeking admissions except for Preschool and Kindergarten applicants.
- To communicate the outcome of applications with families and prepare relevant letters to them as a follow-up, e.g. Letters of Offer, Letters of Rejection

### **Review by the Division Principals**

- Responsible for collating applicants' testing papers and school reports, to be handed to Division Principals for their review and decision.
- Responsible for following up with the Division Principals on the application outcome.
- To convey the outcome of the testing to parents through telephone or e-mail.

### **Admissions Interview**

- Responsible for organizing admissions interviews for successful applicants and parents to meet with the Division Principals.
- Schedule a meeting for successful applicant and parent to meet with the Head of School

### **Enrolment Stage**

- Responsible for organizing the info pack (i.e Student Handbook, School Calendar etc.) to be given to all new parents.
- Organize uniform fitting, bussing services, ID and IGBIS email for new students.
- Liaise with the Finance Department on schooling invoices for new students.
- Follow up with new parents on outstanding documents (if any), payments and related admission forms via correspondence or electronic mail.
- Prepare and circulate new students' details and relevant documentation to all the academic departments concerned.



- Ensure that excellent and quality customer service is provided at all times to students, parents and other stakeholders.

### **Withdrawal Stage**

- Prepare official transcripts, grade reports and certificate of attendance.
- Prepare and file reports/semester reports for withdrawing students.
- Assist with official transcript production.
- Assist in liaising with the Finance Department on Deposit refunds.

### **Administrative Tasks**

- Maintain communication with applicants on the waitlist on a periodic basis.
- Provide administrative support to the Admissions Manager as required, including obtaining and collating information, producing statistical and other management information
- Assist the Line Manager in producing management reports.
- Keep under review all procedures and practices operating to support the admission and transfer processes, making recommendations to the Admissions Manager for improvements in efficiency and effectiveness.
- Assist with maintaining the Student Management Database portal i.e. Enquiry, Future and Current Student Module.
- Comply with the Malaysian Government/Ministry of Education (MoE) enrolment regulations/guidelines
- Liaise with the MoE and other relevant government agencies on matters related to study permits.
- Assist in other relevant school functions as and when required.

### **Front Office Support Responsibilities:**

- Project a positive and professional image at the front desk through appropriate office attire and positive body language.
- Ensure clear and friendly communication, whether in person or when answering phone calls, to create a welcoming atmosphere.
- Maintain the front office's appearance to reflect a successful corporation that values its presentation.
- Drive customer satisfaction by delivering service excellence to all visitors and stakeholders.
- Provide support to colleagues and team members in maintaining a welcoming and efficient front office environment.
- Manage incoming calls efficiently, directing them to the appropriate personnel or departments.



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- Greet and assist parents, students, and visitors at the front desk, ensuring a positive experience.
- Maintain an ample supply of forms and brochures at the reception area to assist walk-in parents.
- Ensure the waiting area, meeting room, and reception area remain clean and organized.
- Manage mail and courier services to facilitate effective communication within the school.
- Review Enquiries emails daily and forward them to the relevant departments for prompt follow-up.
- Utilize the school calendar to provide a personalized welcome to families visiting the school.
- Collect basic inquiry information from walk-in families and visitors, especially for Admissions purposes.
- Oversee the voice attendance system to ensure all voicemails receive timely attention.

#### **Administrative and Other Responsibilities:**

- **Professional Development:** Continuously develop yourself to maintain executive-level professional competence.
- Assist with the school's Open Day, roadshows, PISF and other marketing events
- Assist with digital marketing such as marketing delivered through digital channels e.g. search engines, websites, social media, email and mobile apps.
- Assist with marketing creative and design work
- Undertake other 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.



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