

Job Description

Executive - Front Office and Admissions (IEAP)

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

Language Academy Coordinator

Main Working Relationships

Language Academy Coordinator, Homeroom Teachers, Language Teachers, Co-Teachers, Part-time Teachers, Parents/Caregivers, Students, and Admin Team.

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:

- **Creating Positive First Impressions:** Understand the importance of making a positive first impression, setting a welcoming tone through professional demeanor, attire, and warm interactions with everyone who enters the school.



- **Effective Communication:** Maintain a friendly, clear communication style, handling phone calls and greeting visitors in a welcoming manner to ensure a pleasant experience for all.
- **Front Office Maintenance:** Take pride in the appearance of the front office by keeping it tidy, organized, and well-stocked with essential materials, reflecting the school's commitment to excellence.
- **Managing Front Desk Operations:** Ensure efficient front desk operations, including attending to incoming calls, maintaining the voice attendance system, and promptly addressing inquiries.
- **Providing Personalized Welcomes:** Use the school calendar to personally greet visiting families, ensuring each family feels warmly welcomed and appreciated upon arrival.

Admissions Coordination:

- **Guiding Prospective Parents:** Understand that guiding prospective parents through the admissions process is central to your role, serving as a key contact point for inquiries and providing comprehensive information about the school, entry requirements, and admissions procedures.
- **Managing Application Documentation:** Ensure that all application documents are complete and application fees are processed accurately, reflecting your meticulous approach to admissions.
- **Inputting Student Data:** Input new student details into the student data management system with attention to detail and accuracy.
- **Coordinating Admissions Assessments:** Coordinate admissions assessments and effectively communicate outcomes to parents, ensuring transparency and clarity throughout the process.
- **Scheduling Admissions Interviews:** Schedule and facilitate admissions interviews, ensuring that successful applicants meet with Division Principals and the Head of School.
- **Informing New Parents:** Once students are enrolled, provide essential information to new parents, including the Student Handbook and School Calendar, to facilitate a smooth transition.
- **Coordinating Enrollment Tasks:** Assist in coordinating uniform fittings, transportation services, and other enrollment-related tasks to support new families.
- **Managing Student Withdrawals:** Prepare official transcripts, grade reports, and certificates of attendance for withdrawing students and assist in liaising with the Finance Department regarding deposit refunds.

Administrative and Other Duties:



- **Providing Administrative Support:** Understand that your role includes providing administrative support to the other staff members such as data collection, report generation, and maintaining the Student Management Database portal.
- **Maintaining Resource Files:** Ensure files of various resources are kept up-to-date and readily accessible for staff and visitors, facilitating efficient information retrieval.
- **Preparing for Visiting Families:** Prepare refreshments for visiting families in the Admissions Office, ensuring they feel welcome and comfortable during their visit.
- **Undertaking Additional Duties:** Undertake other duties and tasks as assigned by the Line Manager, demonstrating flexibility and a willingness to support the team as needed.

Personal Attributes, Skills and Characteristics

- Honesty, integrity and compassion, all with a good sense of humour.
- Outstanding interpersonal skills: a good listener who thrives in a collaborative environment.
- Strong communication skills in English and Bahasa Malaysia
- Have the resilience, flexibility and energy needed to thrive in a growing and dynamic school.
- Ability to establish effective working relationships based on mutual respect with co-workers, students and parents alike.
- Open- and internationally-minded with good intercultural understanding.
- Proven problem-solving skills and the initiative to act on them.
- A high degree of integrity, maturity and ability to work independently under pressure with an eye for details
- Strong interpersonal skills and the ability to interact with a wide range of people
- Good ICT skills and willingness to use/train in new technologies
- Be a patient and positive role model for children
- Warm, friendly and approachable student-centred staff member

Required Qualifications

Minimum Academic/Professional Qualification

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

Related Experience

- Proven experience in staff management and student services.
- Proficient in English (spoken and written). Multilingual capabilities, especially in **Mandarin**, are advantageous.
- Strong organizational and administrative skills with the ability to manage multiple



tasks simultaneously.

- Excellent verbal and written communication skills.
- Ability to establish and maintain positive relationships with diverse stakeholders, including educators, parents, and community members.

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.

