

# SHANGHAI AMERICAN SCHOOL

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**TITLE:** PUXI CAMPUS RECEPTIONIST

**EMPLOYEE GROUP:** PRC Support Staff

### **POSITION SUMMARY:**

The Receptionist will handle all telecommunication needs for the School, will greet, assist, and provide direction and information to parents, visitors, and other guests of the organization. The Receptionist will also perform other general office work to support day-to-day operations of the Human Resources Office.

### **SUPERVISED, EVALUATED BY & REPORTS TO:**

Human Resources Director

### **QUALIFICATIONS:**

- Associate or bachelor's degree.
- Proficient in both English and Mandarin
- Proficient in Microsoft Office
- Excellent verbal communication
- Good telephone communication etiquette
- Customer-focused and positive, helpful attitude
- Adept at prioritizing, scheduling and multitasking without guidance
- Organized and resourceful
- Fast and eager learner
- Ability to represent SAS to parents in a professional, effective manner

### **PERFORMANCE RESPONSIBILITIES:**

- Answer and direct phone calls in a polite and professional manner
- Take messages and schedule appointments
- Handle queries and complaints via phone and mail
- Receive mail, documents, packages and other deliveries
- Welcome visitors in a warm and friendly manner
- Perform administrative and clerical support tasks
- Prepare meeting rooms
- Assist the Human Resources team with ad-hoc administrative duties
- Perform other duties as assigned

### **SAS BELIEVES:**

- That each Employee makes a significant contribution to our success
- That contributions should not be limited to the assigned responsibilities

Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor SAS to only the work identified. It is the expectation of the school, that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.