



Front Desk Assistant

The Front Desk Assistant is the first point of contact for a diverse school community representing over 50 nationalities. This role ensures a welcoming and professional environment for students, parents, staff, and visitors. The assistant manages front desk operation & communication, and supports administrative processes in alignment with the school's core values.

Duties and Responsibilities

General Tasks

- Greet and assist all visitors, students, and staff with warmth, professionalism, and cultural sensitivity.
- Manage incoming calls, emails, and messages and redirect inquiries to the appropriate departments.
- Provide accurate information about school policies, schedules, and events.
- Maintain attendance records and support student check-in/check-out processes.
- Coordinate the delivery and distribution of school communications and mail.
- Support school staff with administrative tasks including filing, document preparation, and photocopying/printing.
- Maintain the appearance, order, and organization of the front desk and reception areas.
- Assist in organizing school events, parent visits, and internal meetings.
- Use digital tools such as ISAMS, Google Suite, ManageBac, and Toddle to support communication and coordination.
- Perform other related duties as assigned by the school leadership.

Admissions Support

- Serve as a first point of contact for prospective parents, providing a warm, professional, and informative introduction to the school.



- The candidate should be well-versed in the layout of the ARIS website and able to navigate it efficiently to support phone calls, parent inquiries, and internal communications by referencing relevant links and resources.
- Respond promptly to admission inquiries via phone, email, or in person, and guide parents on the application process.
- Provide accurate information about admission requirements, timelines, and documentation.
- Ensure that admission-related materials (application forms, brochures, etc.) are readily available and well-organized at the front desk.
- Coordinate with the Admissions and Communications Manager to schedule school tours or appointments for prospective families.
- Maintain a welcoming atmosphere that reflects the school's values and commitment to excellence.
- The Lobby TV must be on at a reasonable volume during all open hours. The officer should follow up before all school breaks to ensure the IT department has set the phone recording to indicate that school is on break with limited availability.

Safety and Security

- Monitor and manage visitor access to the school premises, ensuring all guests sign in and wear identification badges.
- Remain alert and responsive to any unusual or suspicious activity, reporting concerns promptly to the appropriate staff or security personnel.
- Support the enforcement of school safety policies by ensuring only authorized individuals enter restricted areas.
- Help maintain a secure environment for students, staff, and visitors by following and promoting the school's safeguarding procedures.

Required Skills/Abilities



- Excellent verbal and written communication skills in English; additional languages are a plus.
- Strong interpersonal and cross-cultural communication skills.
- Proficiency in Google Workspace (Docs, Sheets, Gmail, Calendar).
- Familiarity with school management platforms such as ManageBac and Toddle is highly preferred.
- High level of professionalism, discretion, and customer service.
- Strong organizational and multitasking abilities, with attention to detail.
- Calm, approachable demeanor, especially under pressure.

Education and Experience

Minimum of a Diploma or Bachelor's degree in Business Administration, or a related field; additional certification in customer service or communication is an advantage.

Minimum one year of experience in a receptionist or front desk role, ideally in a school or multicultural setting.

Physical Requirements

- Ability to remain in a stationary position for extended periods.
- Manual dexterity to operate office equipment effectively.

Candidates who wish to apply should submit the information below:

- A letter of application, explaining your suitability for the position and why you are interested in the position,

- A current resume,

- A list of at least three references with current phone numbers and email addresses.

Please send your applications to: recruitment@aris.edu.gh

Application Deadline is July 9, 2025