

Office Allrounder/Receptionist

Riverside Campus/Zug Campus
Job Description

Our Mission

We are a community of learners determined to make the world – or our corner of it – a better, kinder place. We reflect our values in everything we do so that we make the most of opportunities and challenges in a spirit of enthusiastic inquiry.

Our Vision

We help every student turn learning into action, creating opportunities for students to stretch themselves further and achieve more than they believe possible.

General Description

The Office Allrounder/ Receptionist serves as a member of the Operations Team and works at both Riverside and Zug Campuses. The role requires the person to support the Front Office and Transportation teams by splitting their time managing the reception area and participating in the daily running of the transportation services offered by ISZL. The Office Allrounder/ Receptionist reports to the Director of Operations.

The Office Allrounder/ Receptionist is expected to:

General Responsibilities - Front Office Team

- Update and maintain students attendance, files and school databases to ensure accurate student details
- Ensure security procedures are followed for students' arrivals and departures
- Manage a master guide of schedules, school activities, events and related information for the school
- Update ISZL's monitor displays with messages, current activities and upcoming events
- Provide general administrative support pertaining to the daily running of the campuses
- Update emergency preparedness documents
- Provide verbal and written translations, when required
- Manage ISZL's main office email account
- Produce official documents for local authorities and parents with students enrolment information
- Screen telephone calls, enquiries and requests by handling and forwarding them as appropriate

General Responsibilities - Transportation Team

- Support with administrative tasks related to general operations and to the transportation of students, including scheduling, route planning and enrolment/re-enrolment
- Provide support to the users of the Provatis (Provabus) software/related mobile app
- Answer bus service-related enquiries
- Be involved in the creation, updating and improvement of the bus service policy, handbook, mailing list and related documentation, as required
- Support with the handling of the daily dispatch and passenger attendance list
- Be responsible for the upkeep and improvement of folders and drives
- Support with the planning and co-development of documentation for drivers, optimal fleet use and general communication, as required
- Communicate with the Transportation Team, on a daily basis, to ensure efficient, high-quality services and tend to matters of concern, on very short notice, through the appropriate channels

Required and Preferred Qualifications

- Excellent verbal and written communication skills in both English and German (any additional language is an added value)

- Strong interpersonal skills and ability to communicate with a wide variety of people, including the ability to issue guidance
 - Exceptional telephone etiquette
 - Exceptional customer service
 - Proficiency in using standard office suites for business such as Microsoft Office and Google Workspace and demonstrated knowledge of database maintenance
 - Effective clerical, organisational and time-management skills
 - Able to maintain confidentiality at all times
 - Quick learner, able to use appropriate initiative, resourceful, reliable, detail-oriented and versatile
 - Eager to take on new challenges and lend a helping hand
 - Ability to manage a variety of tasks concurrently and efficiently
 - Successful experience in working effectively as part of a team
 - Ability to be self-directed and work with minimal supervision
 - Ability to manage a variety of tasks/projects, concurrently and efficiently
 - Willingness to show flexibility in a very dynamic environment where ad hoc tasks may require immediate handling/presence outside of office hours
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Compensation

Compensation for this position will be commensurate with the responsibilities of the position and is very competitive.

Application Process

- Submit one PDF with a letter of interest and CV via the application link found in the Employment section of ISZL's [website](#)
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Key ISZL Reference Documents

- [Guiding Statements](#)
 - [Learning Principles](#)
 - [Inclusion Policy](#)
 - Visit the Employment section of ISZL's [website](#) for more information
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Child Protection

ISZL is committed to the use of the International Task Force on Child Protection screening and assessment practices for schools for all hiring processes.