



# INTERNATIONAL SCHOOL OF FLORENCE

[www.isfitaly.org](http://www.isfitaly.org)

## Job Description

The Upper School Receptionist at ISF is the first point of call for visitors to the school, parents, staff and children. As the “face” of ISF Upper School the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner.

In addition, it is essential that the person for this role is organized, able to multitask, work flexibly and have a “can do” approach to work, as no two days are the same.

The receptionist is also required to assist the admin officers with various clerical tasks, requiring a good level of IT skills (Gmail, Word, Excell, Powerpoint, basic design skills for banner creation).

Being part of a protected group (“categoria protetta”) is a plus.

### Main Goals for the Position

- Serve visitors, families and students by greeting them, welcoming warmly, directing and announcing them appropriately.
- Guarantee a correct and kind manner over the phone...
- Input absence/late information daily with parents communication follow up.
- Maintain security by following procedures; monitoring logbook; issuing visitor badges and monitoring cameras, supporting the guard.
- Maintain a safe and clean reception area by complying with procedures, rules and regulations.
- Contribute to team effort by accomplishing related results as needed.
- Ensure constant update of iSAMS pupil manager module.
- Assist teachers, Upper School Principal, Admissions Office and Communications Office on a daily basis.
- Ensure a proper management of the procedures envisaged for the Covid-19 emergency.

### Knowledge and Skills

- Telephone skills
- ISF internal procedures
- Empathy and interpersonal skills
- MS office
- Handle pressure
- Time management
- Work schedule flexibility
- Google docs suite

American Schools Abroad, Inc.

Villa le Tavernule - Via del Carota 23/25 - 50012 Bagno a Ripoli (FI) tel. +39 055 6461007

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- iSAMS database
- Multitasking
- Team work
- Elements of GDPR and privacy regulations (especially those involving data of minors) and childhood protection and safeguarding.

### **Qualifications**

- High school diploma or relevant work experience
- Ability to maintain a positive attitude
- Excellent communication skills

### **Mandatory Requirements**

- Only candidates that are fluent both in Italian and English will be selected for this position.
- First Aid training is required for this position and will be provided by the Institution.

Work time: Monday - Wednesday- Thursday -> 7:45-16:45

Tuesday - Friday -> 7:45-15:45

Lunch: 13-14

Interested candidates should send in their letter of interest and cv by 15 May 2022 to [HR@isfitaly.org](mailto:HR@isfitaly.org)

This selection process falls under the child protection policy of the International School of Florence.

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