

KIS International School Reignwood Park

Job Description: Parent Concierge Manager

Employment Arrangements:

- Full-time contract
- Vacation as per administrative staff

Reports to: Senior Marketing and Communications Manager

Position Overview

The Parent Concierge Manager makes sure every visitor and parent feels welcomed. They are the first point of contact for visitors to school and support the school parents in providing the best possible service in helping to support them and solve issues quickly. They assist with offering and creating within school different concierge services and managing the Parent Concierge team alongside utilizing Hubspot Service Hub.

Key Responsibilities:

- Manage and train the Parent Concierge team to ensure the highest level of customer service.
- Develop and manage Hubspot Service Hub to create workflows for different concierge services to ensure tasks can be managed quickly and efficiently.
- Log, handle and close all parent concierge requests, questions and/or complaints by email, phone and in person via Hubspot Service Hub.
- Create, implement and analyze with the support of the Senior Communications Manager school surveys via Hubspot Service Hub to see the level of satisfaction and NPS score.
- Provide regular updates on parent feedback and community sentiment, offering actionable insights for improvement.
- Working with the Senior Communications Manager to ensure high levels of retention each year.
- Continue to develop Parent Concierge Services to support family lives inside and outside school.
- Translate for parents as and when needed in school such as parent/teacher conferences, general teacher meetings etc.
- Support admissions for translation on school tours as and when needed.

- Be the first point of contact for parents that enroll at school ensuring a smooth transition from pre admissions to their first day at school including but not limited to visa documents, school uniform appointments, ID cards etc.
- Provide feedback and recommendations for improving communications and the parent experience at school.
- Keep up-to-date with all aspects of day-to-day school logistics in order to respond to questions from parents.
- Work closely with the Communications team to ensure both the website and parent portal are kept up to date with related school information.
- Collaborate with school administrators, teachers, and support staff to address parent-related issues and ensure a positive school experience for all families.
- Identify opportunities to enhance parent involvement and engagement in school activities and initiatives.
- Monitor the school community across all channels to identify emerging trends, issues, or areas where additional support may be needed.

General:

- Greet visitors, parents, and students in a friendly and professional manner
- Inform relevant departments and staff of visitors' arrival
- Assist visitors and ensure adherence to the visitor registration process
- Assisting parents quickly and efficiently with concierge services offered
- Receive all incoming phone calls and direct them to the appropriate department
- Direct students and visitors to the appropriate classrooms, offices, or staff members
- Verify parent details if they forget their ID card before issuing a visitor's card.
- Collect and catalog lost and found items from the parking area, informing relevant school administration
- Maintain a tidy and organized reception area.
- Ensure the Welcome Center's parent area remains clean and tidy, reporting any defects or broken items to facilities promptly.
- Maintain a professional and presentable appearance
- Support school-related events when required
- To act as a positive ambassador for the School at all times
- Adhere to the school's safeguarding policy
- Promptly report all injuries, incidents, or near misses
- Please note that the post holder will be required to work outside of normal school-working hours for school events, meetings, or time-sensitive operations.

- Perform other tasks as assigned by the Senior Communications Manager

Academic & Professional Qualifications

- Educated to Degree level
- At least 5 years experience in a similar role at a similar organization
- Experience working in a hotel, service related industry or international school
- Demonstrated experience in customer service, with a strong focus on delivering high-quality support and resolving issues effectively, is essential.
- Previous experience in an international school or educational setting is preferred

Skills, Experience, & Attributes Sought

- Proven experience working as Administration in International School, or related role
- Self motivated and ability to work without supervision
- A proactive and responsive approach to work
- Excellent English is required
- HSK4 or higher in Mandarin is required
- Attention to detail and a commitment to maintaining high cleanliness standards
- Problem-solving mindset and ability to address challenges effectively
- Flexibility to manage priorities in a dynamic school environment
- Ability to motivate and inspire a team to achieve cleaning goals
- Dedication to creating a safe and welcoming environment for students, parents and staff

KISRP International School is committed to creating a safe and supportive environment in which our students can feel secure in all of their experiences within the school community. All members of the community should at all times show respect and understanding for an individual's rights, safety, and welfare, and understand that all play a role in the safeguarding of our students, conducting themselves in a way that follows the law and reflects the ethos and values of the school. KISRP uses the comprehensive international standards developed by the [International Taskforce for Child Protection](#) as this provides a framework for the implementation of safeguarding policies and procedures. Our school's child safeguarding policy and supporting policies and procedures are written in support of the United Nations Convention on the Rights of the Child and aim to follow procedures stated by the Thai



Ministry of Education, Thai Employment Law, and the Thai Child Protection Policy.

Approved: March 2024

Reviewed: KVA

Acknowledged by: