

POSITION: Program Assistant - JIS Academy & Community Sports
REPORTS TO: Management Advisor - JIS Academy & Community Sports

External: We reserve the right to end the recruitment process once a suitable candidate is found.

PURPOSE

Under the supervision of the JIS Academy & Community Sports (JACS) Management Advisor, the JACS Program Assistant supports all JIS Academy & Community Sports programming throughout the school year and during school breaks.

The JACS Program Assistant serves as the first point of contact for JACS customers and service providers. The JACS Program Assistant greets visitors, answers phone calls, responds to emails, and handles general problem-solving. They also help manage and maintain the JACS registration database, ensure payments are processed, and update the JACS website as needed. This position is ideal for someone who understands the importance of delivering high-quality customer service, is highly organized, detail-oriented, extremely flexible, hardworking, and capable of handling multiple projects simultaneously.

QUALIFICATIONS, EXPERIENCES and ATTRIBUTES

1. Minimum Bachelor's degree
2. Fluent in written and spoken English
3. Proficient in using Google Workspace (Gmail, Chat, Meet, Docs, Sheets, Slides, etc.)
4. Experience with graphic design tools (such as Canva, Adobe Photoshop)
5. Demonstrated experience providing high-quality customer service
6. Outstanding personal communication skills
7. Excellent time management and organizational skills. Proven ability to set priorities and schedule duties and assignments
8. Successful experience in collaborating with others and liaising with other departments
9. Identifies issues in advance and solves problems independently.
10. Flexible, loves to learn, and is open to feedback and new ideas.
11. Strong interpersonal skills with the ability to establish and maintain effective relationships with individuals from diverse cultural backgrounds, showing sensitivity and respect.
12. Clear commitment to Child Protection, safety, service learning, and environmental stewardship.

DUTIES AND RESPONSIBILITIES

1. Customer Service
 - Serve as the primary point of contact for JACS customers, participants, parents, and service providers.
 - Greet visitors, answer phone calls, and respond to emails and inquiries promptly and professionally.
 - Resolve customer concerns and issues diplomatically, with a focus on customer satisfaction.
 - Ensure all interactions are consistent with the JACS Customer Service Commitments.
2. Administrative Support
 - Provide administrative and operational support to the JACS team and programs.
 - Prepare attendance lists, class materials, signage, meeting schedules, and other administrative documents.
 - Assist with program logistics and day-to-day operational requirements.
 - Prepare work orders and coordinate the procurement of office supplies and other materials as required.

3. Database Management

- Maintain accurate and up-to-date JACS participant databases.
- Process new registrations, update participant information, manage waitlists, and maintain accurate records.
- Generate reports from the JACS registration system as required.
- Verify all information for accuracy before it is published on the website or communicated to participants.

4. Website Management

- Maintain and update the JACS website to ensure program information is accurate and current.
- Update program schedules, registration information, announcements, and other relevant content in a timely manner.
- Review published information regularly and correct any errors or outdated information.

5. Social Media Management

- Manage JACS social media platforms to promote programs, events, activities, and services.
- Develop and publish content, including photos, videos, graphics, captions, and announcements, in accordance with JIS communication guidelines and brand standards.
- Coordinate with the JACS team to maintain a regular social media content calendar and ensure timely promotion of programs, registration deadlines, events, and activities.
- Monitor social media comments, messages, and engagement, and respond or escalate inquiries as appropriate.
- Ensure all social media content is accurate, appropriate, and compliant with JIS policies, including child safeguarding and privacy requirements.

6. Event and Marketing Support

- Provide operational support for JACS events, including special programs, tournaments, showcases, and community activities.
- Support events outside regular school hours, including evenings, weekends, and school breaks, as required.
- Capture photos and videos of programs and events for marketing and promotional purposes.
- Create posters, flyers, signage, and other promotional materials for JACS programs, events, and activities.

7. Teamwork and Continuous Improvement

- Work collaboratively with team members and provide support when priorities or operational needs require.
- Support the onboarding and orientation of new team members as required.
- Participate actively in team meetings and contribute ideas to improve JACS programs, services, and operations.

8. Flexible Program Support

- Provide operational and administrative support for JACS programs outside regular school hours, including evenings, weekends, and school breaks, as required.
- Adjust work schedules and priorities to support program needs, events, and operational requirements.
- Work up to 10 Saturdays per school year as required to support JACS programs and activities.

9. Other Duties as Assigned

- Embrace the JIS Learning Dispositions of Resilience, Resourcefulness, Relating, and Reflectiveness
- Perform other related duties and assume other responsibilities as assigned by the JACS Management Advisor.

TO APPLY

Interested candidates should apply directly by email to recruitment@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence and the candidate's country of origin.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.