

Executive - Front Office

About the Role:

The person will serve as the first point of contact for students, parents, staff, and visitors at the institution. This role is crucial in creating a welcoming environment and ensuring smooth front-desk operations. The ideal candidate will possess excellent communication skills, a professional demeanour, and the ability to manage multiple tasks in a dynamic educational setting.

Key Responsibilities:

- Greet and assist visitors, students, and staff in a courteous and professional manner.
- Answer incoming phone calls, respond to inquiries, and direct calls to appropriate personnel.
- Maintain visitor logs and manage front-desk security protocols.
- Handle incoming and outgoing mail and courier services.
- Assist in scheduling meetings, appointments, and facility tours.
- Maintain the reception area to ensure it is tidy and presentable.
- Provide administrative support to various departments as required.
- Assist with student admissions by guiding parents and students through initial inquiries and processes.
- Coordinate with internal departments for smooth communication and scheduling.
- Manage office supplies inventory related to reception and administrative areas.

Eligibility:

- Bachelor's degree (any stream). Diploma in Office Administration or equivalent is a plus.
- Minimum 3 years of experience in a similar role, preferably in an educational or customer service setting.
- Strong verbal and written communication skills in English and local language.
- Proficient in MS Office (Word, Excel, Outlook) and basic office equipment.

Key Performance Indicators (KPIs):

- Timely and accurate call transfers and message-taking.
- Prompt responses to inquiries and requests.
- Timely and error-free support in documentation and scheduling.
- Clear, courteous, and effective communication with internal and external stakeholders.

Salary: *We offer competitive salary that reflects current industry standards and candidate's experience.*

Apply: Mail your CV at career@imibh.edu.in mentioning the post applied for in the subject line. The last date for application is 15th June 2025