

Front Office Staff

Position Overview:

A Better Crèche is seeking a dynamic and organized individual to join our team as Front Office Staff. The Front Office Staff plays a vital role in ensuring efficient day-to-day operations, providing excellent customer service, and creating a welcoming environment for parents, guardians, and visitors. This position requires a customer-focused approach, strong communication skills, and the ability to handle administrative tasks effectively.

Responsibilities:

- Customer Service:
- Greet parents, guardians, and visitors in a friendly and professional manner.
- Address inquiries and provide information about A Better Crèche services.

Phone and Email Communication:

- Answer phone calls and respond to emails promptly.
- Direct calls and messages to the appropriate staff members.
- Appointment Scheduling:
 - Coordinate and schedule appointments for parents and guardians.
 - Maintain an organized calendar of events and activities.
- Administrative Support:
 - Assist with administrative tasks, including data entry and filing.
 - Prepare and distribute internal and external communications.
- Visitor Management:
 - Monitor and control access to the facility.
 - Ensure that all visitors sign in and follow security procedures.
- Documentation and Record Keeping:
 - Maintain accurate and up-to-date records of parent and guardian information.
 - Prepare reports and documentation as needed.

Qualifications:

- High school diploma or equivalent.
- Proven experience in a customer service or front office role.
- Excellent communication and interpersonal skills.
- Proficient in using office software and equipment.

Skills:

- Strong organizational and multitasking abilities.
- Attention to detail and accuracy.
- Friendly and professional demeanor.

Working Hours:

- Part-time and Full-time position

Application Process:

Submit a completed application form along with a resume and cover letter.
Successful candidates will undergo a thorough interview process.

A Better Crèche is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.

For inquiries or to submit your application, contact our Human Resource Department via email: hrdept.abettercreche@gmail.com. Thank you for considering A Better Crèche as your potential workplace. We look forward to reviewing your application.