JOB FAMILY – *Administration and Operations*

Job Name	Administrator
Job Code	ADM-WTW-07
Job Summary	• To act as the initial point of contact for external parties. • To provide daily administrative / clerical support to internal parties.
Main Accountabilities	• To warmly greet visitors, help them sign in and direct them to the right locations. • To handle incoming telephone calls and emails. • To assist in student attendance and admissions activities. • To prepare student reports and other relevant documents, and maintain student files in good order. • To liaise with school bus companies and handle related matters • To assist in school events, calendar management, newsletters, and student affairs. • To handle incoming and outgoing mail. • To provide administrative/clerical support. • To perform other duties and assume accountabilities as apparent or as delegated, including mutually agreed upon objectives.
Reports to	• Office Manager.
Minimum typical education	• Tertiary education.
Minimum typical experience	• 3-year relevant experience.
Core Professional / Technical Competencies required	• Excellent communication skills in English and Chinese (Cantonese), both written and spoken. • Fluency in Mandarin is desirable. • Excellent telephone manners and customer service skills. • Good interpersonal and organisational skills. • Proficiency in Google Workspace (Gmail, Docs, Sheets, Drive) as well as Microsoft Excel and Word. • Confidence in using and learning new computer systems.
Core Soft / Transferable Competencies required	• **Welcoming & Customer-Focused:** Genuinely enjoys helping students, parents, and staff, always ready with a warm greeting. • **Team-Centered:** A collaborative team player who thrives in a bustling, lively primary school environment. • **Positive & Humorous:** Brings positivity, confidence, and a great sense of humour to the front desk. • **Calm Under Pressure:** Adaptable and keeps a cool head (and a smile) during busy school drop-off/pick-up periods. • **Detail-Minded**: Highly organized with an excellent eye for detail. • **Proactive & Curious**: Self-motivated, uses initiative, and is always eager to learn new things.