



**Stamford American**  
INTERNATIONAL SCHOOL

## JOB DESCRIPTION

**Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.**

Position Title	Inquiry Executive	Reference: FEB2025AMC
Function/Department	Admissions and MarComms	Location: Stamford
Manager Name & Title	Senior Admissions Manager	
Position Type	Permanent	
Position Status	Full Time	

### Position Objective

- Present a positive image of the school to the community.
- Know the school's procedures, names and roles of teachers and staff and be well versed in the school's various programs.
- Support Administrative requirements for Admissions and Marketing department
- Manage the reception of SAIS campuses

### Responsibilities

**The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with whom they come into contact will be to adhered to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.**

- Answering and directing all phone calls to appropriate parties.
- Manage email inbox of school inquiries to ensure timely responses
- Responsible for welcoming and managing all visitors in the reception/office area; ensuring a good experience for
- Maintain awareness and communication to greater team on of all school events occurring on campus
- Assist with admissions events by booking rooms and managing schedules and team invitations
- Collaborate with the Inquiry Manager and Senior Admissions Manager to produce and distribute reports and information on new student arrivals, ensuring a smooth onboarding process.
- Collaborate and communicate effectively with cross-functional and academic teams.
- Office administration relating to pantry and stationery supplies, prospectus, magazines, brochures, mail, TV, Tea auntie and Admissions parking.
- Other duties as assigned by the Director of Marketing and Admissions, Senior Admissions Manager and Inquiry Manager

### Position Requirements



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- Administration experience working within an office setting.
- Exemplary phone etiquette and exceptional problem-solving skills.
- Experience in working in a multicultural setting.
- Excellent oral and written English; spoken proficiency in Mandarin is a plus
- Ability to manage competing priorities, organized, meticulous
- Proficient in using Google Suite of Products, technologies and systems; knowledge of Customer Relationship Management System and School Management System will be an added advantage

### Qualifications

- Minimum Diploma or equivalent is required;
- At least 3-years experience working in a customer service / reception / operations role
- Working experience in a school environment would be advantageous

### Contacts

- Reporting to Inquiry Manager and Senior Admissions Manager
- Liaise with Admissions team and other internal stakeholders

### Working Conditions

- School environment
- Work efficiently and collaboratively in a team
- Be prepared to assist with special events as required

### Terms of Employment

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- Annual Leave: 21 working days
- Bonus: 10% upon achievement of agreed targets
- Medical Benefits: Medical insurance provided where applicable
- Sick Leave/Hosp: 60 days hospitalization leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

**Stamford American International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Pre-employment background checks are mandatory and appointments are strictly subject to confirmation that all reference and background checks are completed to the satisfaction of Cognita, Stamford's parent organization.**

**We are an equal opportunity employer and disallow discrimination of age, ethnic origin, nationality, gender, religion, sexual orientation, family status, pregnancy, marital status, medical or mental health history, physical characteristics or disability. We welcome applications from all qualified candidates.**

**Please note that only shortlisted candidates will be notified.**