



المدرسة الإنجليزية الحديثة
THE ENGLISH MODERN SCHOOL

Policies and Procedures

Section Five – Personnel

550.514 – Job Description Admin Secretary

INTRODUCTION

An Admin Secretary is responsible to be the primary contact point for the school. Included in this role will be dealing with correspondence (mail & email) and personal visits. The main responsibility will be to direct requests, inquiries and complaints to the appropriate school personnel, unless able to provide immediate solutions.

QUALIFICATIONS / SKILLS:

- Diploma in Secretarial Studies.
- Bilingual, with advanced English & Arabic communication skills.
- Advanced computer literacy, especially in MS Office and emailing applications.
- Skilled typist in both Arabic and English (40 WPM)
- 3 years of experience in a similar position, preferably in an international school.
- Excellent interpersonal skills.
- Proven ability to work independently and accurately.
- Ability to deal with sensitive situations with diplomacy and composure.
- Proven ability to contribute positively to a team environment.

REPORTS TO:

- Head of School, or designate (Operations Coordinator at Doha campus)

TERMS OF EMPLOYMENT

- Initial contracts are unspecified in duration.
- The contract will stipulate the number of vacation days, hours of work per day, etc.
- Salary is determined by placement on a salary grid:
 - Salary grid categories follow the guidelines in *Policy 540.1 – Support Staff Qualifications*.
 - Salary grid levels (steps) are determined by equating one year of full time experience to one step on the grid. EMS will grant a maximum of Step 10 for initial contracts.

PERFORMANCE RESPONSIBILITIES

1. Demonstrate professional competence:
 - a. Manage the school email account. Respond/redirect as needed.
 - b. Answer the school phone.
 - c. Receive complaints (written or verbal) and/or redirect complaints to appropriate school personnel.
 - d. Provide follow up as needed.
 - e. Ensure the Head of School, or designate, is made aware of any arising issues, problems or complaints.
 - f. Provide all school stakeholders with accurate information regarding school policies and procedures.
 - g. Seek to find ways to improve upon existing administrative policies and procedures.
 - h. Provide feedback to the Head of School, or designate, as needed.
 - i. Greet and orient school visitors.
 - j. Liaise with the Facilities Coordinator for allowing entry of outside workers and contractors to the school premises.
 - k. Instruct delivery personnel on proper delivery methods for the campus.
 - l. Perform secretarial tasks as needed:
 - i. Laminating
 - ii. Photocopying / printing
 - iii. Maintaining notice boards
 - m. Liaise with the HR Department, as needed.
 - n. Liaise with Division Secretaries for common issues.
 - o. Perform other duties as requested by the Head of School, or designate.
2. Communicate effectively:
 - a. Speak clearly, honestly and respectfully.
 - b. Listen with intent to understand what people are trying to say.
 - c. Exercise courtesy and tact when dealing with people and situations.
3. Demonstrate stewardship:
 - a. Use all school resources wisely.
 - b. Keep assigned office space clean, neat and tidy.
4. Demonstrate organizational skills:
 - a. Establish well defined routines and procedures for completing daily, weekly and monthly tasks.
 - b. Set priorities, multi task and meet deadlines.
5. Build community within and outside the school:
 - a. Support administrators, teachers, and support staff.
 - b. Adhere to school policies and guidelines.
 - c. Provide a positive office atmosphere where students/parents can feel comfortable.
 - d. Model and encourage cultural awareness and understanding.
 - e. Maintain confidentiality of information.

EVALUATION OF PERFORMANCE:

Annually, in accordance with the *EMS Evaluation Policy*.

Proposed: September 26, 2016

Approval Date: February 22, 2017