

Front Desk – Roles & Responsibilities

Primary role is to Receive and Greet parents. Also,

1. Checking Mails

- Mail has to be check consistently
- Forward Mails to Concern person or department (Finance, HR, Coordinators & Admission)
- Leave, Appointments or any student's issues received from parents should update in ICMS
- Checking available messages in ICMS & Complete the mails and update bulk issue completed status

2. Call Management

- Note down the requirements of Parents or Staffs and inform to concern person
- Most importantly, note down the information regarding Earlier pickup of students and inform to Transport Manager and class teacher on time.
- Note down the Pickup & Drop location changes based on parent request and inform to transport
- Candidates / Admission walk in or calls, inform to HR / Admission team
- Confirmation calls for Fest (Sports & Arts) as per the concern teacher request

3. Finance

- Receive payment for Pre-registration, New Registration and Term Fees.
- Should check the payment deduction of students like Lunch, Egg and Transport Fees before collecting the fees
- Make payment acknowledgement receipt
- Updated Cash, Cheque and DD details in Finance report book
- Handover the collection of Cash, Cheque and DD to the Finance Manager at the End of the day
- Once received the fees receipt, update the section and handover to the students

4. Miscellaneous

- Ensure reception area neat and clean
- Ensure all resources are in working condition. If not inform to IT/Maintenance team
- Note down the interview candidates, instruct them to update employment details in online, get the required documents and inform to HR Manager
- Note down the New Admission candidates and inform to Admission Manager / Coordinator
- Received courier and maintain inward list
- Prepare Sign-up sheets for PTM/SLC
- Prepare individual timeslot circular and handover hard copy to respective class teacher
- Ensure availability of mobile attendance at morning and evening in front office and updating the name list every month

- List out the student name list who are coming in the Gate 1 after 08.30 am and reporting to HOS/Admin Director
- If any student wants to make a call to parents, ensure that if they get permission from Coordinators
- Booking cab for students who are in stay
- Do not allow the students to sit in a reception area at any cost
- Preparing field trip circular and get signatures from the Coordinator and hand it over to the concern person / class teacher
- Prepare consolidated student name list
- Prepare Bonafide certificates based on parent request
- Collecting money for the cafeteria and updating in the system also sending mails to concern person on a regular basis.
- Collecting money and sending mails for the duplicate id card, Pick up card, Pla card.
- Food Token Responsibilities.