

**POSSIBLE DUTIES/DEPARTMENTS:**

**A) Customer Support/Welfare Department**

- Delivering excellent customer service & friendly welcome at reception, answering general student queries
- General administrative & reception duties
- Assisting with registration of new students on arrival
- Supporting Welfare Officer in following up on student welfare issues
- Other general daily support to Customer Support Manager

**B) Social Activities Department**

- Positively contribute to the school's 'fun' department
- Help to organize, promote and supervise weekday, evening and weekend social activities
- Monitoring school social media platforms and generating positive social media content
- Answering student enquiries and providing information about events & activities outside school
- Other general daily support to activities officers

**C) Homestay Accommodation Department**

- Delivering excellent customer service while answering student homestay enquiries
- Liaising with homestay hosts on the telephone
- Fully participating in homestay recruitment campaigns and activities
- Making sure our database and Homestay paperwork is compliant with our accrediting bodies
- Other general daily support to Homestay Accommodation Manager

**D) Residence Accommodation Department**

- Delivering excellent customer service while answering student residence enquiries
- Liaising with EF Sales Offices regarding residence availability for new bookings
- Assisting with residence room allocations & administration
- Supporting Residence Staff in liaising with residence and cleaning suppliers to ensure best service
- Other general daily support to Residence Manager

**E) Academic Department**

- Delivering excellent customer service while answering students' academic enquiries
- Assisting with distribution of departure reports & certificates
- Weekly attendance and welfare checks for students missing classes
- Distributing class books to teaching staff
- Preparing & distributing weekly teacher documents such as class registers and timetables
- Other general daily support to academic managers.