



POSITION DESCRIPTION

<i>Title</i>	Ambassador Supervisor
<i>Position Code</i>	YAS.EDU.310403
<i>Position Grade</i>	C2
<i>Position Category</i>	Print and publishing, marketing and advertising
<i>Hiring Department</i>	Ambassador Department
<i>Hiring Business Unit</i>	Yangon American International School
<i>Position Type</i>	Full Time
<i>Reporting to</i>	Ambassador Manager
<i>Position Overview</i>	The Ambassador Supervisor position will be responsible for creating an outstanding customer service experience for parents, students, and visitors. Ambassador supervisor will report to Ambassador Manager.

Duties and Responsibilities

<i>Core Task</i>	<p>Front Desk Action</p> <ul style="list-style-type: none"> • Greet all incoming students, families and visitors respectfully and professionally • Answer Parent Help Desk phone calls and respond to emails • Develop a positive, welcoming and caring climate in the reception • Organize information and send requests, updates, and messages to appropriate personnel while following up in a timely manner • Receive, count, open, unpack, date, stamp, record, sort and distribute incoming mail, documents, books, materials, and supplies following established procedures <p>Academic Support</p> <ul style="list-style-type: none"> • Prepare staff attendance sheets and update students' attendance daily ensuring that late slips are given out to students who arrive at the
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	<p>school late</p> <ul style="list-style-type: none"> • Support other departments and events as and when needed • Help prepare nametags for parents/guardians, staff and vehicle identification numbers <p>Miscellaneous</p> <ul style="list-style-type: none"> • Consistently exhibit high standards of professional conduct • Manage the ambassadors by assisting to the manager <p><i>The above statements are a snapshot of the duties and responsibilities of the role and are not intended to be an exhaustive list.</i></p>		
<i>Supplement Task</i>			
Others Information			
<i>Qualification and Experience</i>	<ul style="list-style-type: none"> • 2-5 years of relevant experience, preferably in the Front Desk at K-12 international schools, or an equivalent service-oriented position • Bachelor's degree • Familiarity with operations of an international school and educational standards • High energy level and sense of urgency, including some events/school tours/communications after hours if/as required • Positive outlook, along with excellent organizational skills • Strong verbal/written English and Myanmar communication skills • Long-term outlook and commitment to building a school and growing with it 		
<i>Technology skills</i>	<ul style="list-style-type: none"> • Well-experienced in Microsoft Office products (PowerPoint, Word, Excel) 		
<i>Prepared by</i>	Phyo Sandar Wain	<i>Date</i>	25/08/22
<i>Reviewed by</i>	Michael Hall	<i>Date</i>	26/08/22
<i>Last Updated by</i>		<i>Date</i>	