



POSITION DESCRIPTION

<i>Title</i>	Ambassador
<i>Position Code</i>	YAS.E2.310404
<i>Position Grade</i>	E2
<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 is responsible for creating an outstanding experience for parents, students and visitors. This position has responsibilities of parent/customer support, administrative management & school operation management as assigned by Ambassador Manager.

Duties and Responsibilities

<i>Core Task</i>	<p>Parent/Customer Support</p> <ul style="list-style-type: none"> • Greet all incoming students, families and visitors respectfully and professionally • Consistently exhibit high standards of professional conduct • Develop a positive, welcoming and caring climate in the reception • Help prepare name tags for parents/guardians, staff and vehicle identification numbers • Update information regarding the parents and profile of the existing students as needed <p>Administrative Management</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 school late • Support other departments and events as and when needed • Alma system management and report card • Textbook's inventory and Library card application
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	<ul style="list-style-type: none"> • Monitoring of moving fixed asset items and inform Finance Department • Purchase orders requisition using Acumatica Purchase Request system • Administration assists of Head of School <p>Operation Management</p> <ul style="list-style-type: none"> • Answer Parent Help Desk phone calls and respond to emails • Organize information and send requests, updates, and messages to appropriate personnel while following up in a timely manner • In charge of arranging the lunch menu, school bus and payment • Receive, count, open, unpack, date, stamp, record, sort and distribute incoming mail, documents, books, materials and supplies, special occasionally of birthday following established procedures • Assisting the classroom if there are any teacher's absence <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"> • 1-2 years of relevant experience, preferably in the Front Desk at K-12 international standards, 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 • MS Office skills (PowerPoint, Word, Excel) • Long-term outlook and commitment to building a school and growing 		
<i>Technology skills</i>	<ul style="list-style-type: none"> • Well-experienced in Microsoft Office products • Understanding of PR system 		
<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>	