



Prem International School

Boarding and Day School
Chiang Mai, Thailand

Job Description: Admissions and Administrative Officer

Reports to: Head of Admissions

Key Role: To support the Admissions Department

Time Allocation: Full-time position; typical working hours are Monday to Friday, 8:00 a.m. to 5:00 p.m., with occasional weekend and evening work for events and every other Saturday as needed.

Vacation Holidays: 10 Days

Purpose

We are seeking a friendly, organised, and professional Admissions Officer to join our dynamic team. The Admissions Office holds a place of vital importance in the school. For the majority of prospective parents and agents, it is their first contact with parents, students, staff, and visitors at Prem International School. We pride ourselves on providing exceptional and personalised customer service to ensure the smooth operation of our front office. Every inquiry and visit is the future of our school. This role requires excellent communication skills, attention to detail, and the ability to handle a variety of administrative tasks in a multicultural environment.

Relevant Professional Qualifications and Experience:

- Bachelor's degree in any field; additional qualifications in office administration are a plus.
- Previous experience as an Admissions officer or in an administrative role, preferably in an educational setting.
- Excellent verbal and written communication skills in English; proficiency in Chinese, Korean, and Japanese considered an advantage.
- Strong organisational and multitasking abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Familiarity with the Open Apply database is considered an advantage.

Personal qualities sought

- Self-motivated, flexible and adaptable
- Strong organisational and multitasking abilities
- Excellent organisational skills
- A people person with a warm and friendly nature, unflappable under pressure.
- Good team player with a "can do" attitude
- Affinity with and interest in education
- Ability to handle sensitive information with discretion and maintain confidentiality
- Multitasking and working in a team environment, sometimes under pressure



Key Roles and Responsibilities:

Front Desk Management:

- Greet and welcome visitors in a warm and professional manner.
- Answer, screen, and direct incoming school phone calls promptly and efficiently.
- Manage Admissions visitors and ensure adherence to security protocols.
- Coordinate visitor appointments and notify relevant staff of visitors' arrival.
- Maintain a professional, organised, and welcoming reception area.
- Create and manage all purchases and requisition forms for Admissions.
- Maintain and regularly update the school's contact information, including emergency contact details, to ensure records are accurate and up to date.
- Assist residents and office staff with the initial registration and set-up of drinking water services.

Communication:

- Provide accurate information to inquiries from parents, students, and staff.
- Relay important messages to the appropriate personnel in a timely manner.
- To practice positive customer relations and respond to a range of school-related enquiries.
- Provide whole school information and application advice to prospective parents.

Administrative Support:

- To work with the Head of Admissions to increase enrolments and tasks as needed.
- To oversee and respond to enquiries and applications, request information and documentation, in person, via telephone and email and through the on-line Admissions system (OpenApply)
- To conduct campus tours for prospective students as required.
- Assist with administrative tasks such as photocopying and data entry.
- Coordinate appointments and meetings, including room bookings and scheduling.
- To raise purchase orders as required

Student and Parent Assistance:

- Help students and parents with routine inquiries
- Distribute notices, forms, and other communications as required.

Event Coordination:

- Assist in the organisation and coordination of Admission events and activities.
- Compile promotional material for internal and external events and exhibitions.
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- To represent the school at education exhibitions in Thailand (may include evenings and weekends)

Multicultural Engagement:

- Foster an inclusive and welcoming environment for students, parents, and staff from diverse cultural backgrounds.
- Assist non-English speaking visitors and families as needed, utilising translation tools or seeking assistance from multilingual staff.

Professional Appearance and Demeanour.

- Professional dress required
- Friendly, approachable, and customer-service-oriented

- Ability to work independently and as part of a team
- Cultural sensitivity and the ability to work effectively in a diverse environment

Application Process:

Interested candidates should submit a resume and cover letter outlining their qualifications and experience to **admissions@ptis.ac.th**. Prem International School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Background checks and references will be required.