



Customer Relation Officer

Job Description

Customer Relation Officer at KPIS is responsible for greeting visitors, parents and students to deliver exceptional customer service assistance. This entails answering calls and fielding them accordingly, addressing visitor questions and needs, and providing an overall welcoming environment. This includes performing ad hoc administrative duties at the front office.

Minimum Requirements

- ❖ Thai, female, pleasant personality
- ❖ Bachelor degree or higher
- ❖ 2-3 years of relevant experience in an office environment
- ❖ Demonstrated ability to read, write, and speak English
- ❖ Excellent communication skills, written and verbal
- ❖ Proficient in office applications

Preferred

- ❖ Comfortable multi-tasking and prioritizing tasks without guidance
- ❖ Experience in education setting
- ❖ Excellent organizational skills and works well under pressure
- ❖ Proactive problem-solving approach

Direct responsibilities

1. Deliver an excellent service to internal and external customers

- Being the first point of contact for visitor, student, parent and teacher.
- Be courteous, professional, and able to handle multiple tasks with ease.
- Welcome visitors in a warm and friendly manner, and answer any questions visitors have
- Answer and direct phone calls in a polite and friendly manner
- Receive deliveries; sort and distribute incoming mail
- Contact parents when necessary
- Receive complaints from parents and seek solutions with the concerned parties
- Maintain reception area and all common areas in a clean and tidy manner at all times
- Operate standard office equipment on a regular basis, including, a copy machine, and a computer

2. Actively participate to the front office's administrative tasks

- Assist the Admission team to perform customer solicitation, receiving prospect families. Be a back-up and supplement to the team when needed.
- Assist Activity team to set up and facilitate school activities when required
- Participate to the school's events and fairs

3. Provide effective communication

- Translating school official announcement from English into Thai language
- Deliver school messages to the community using the appropriate channels and platforms.
- Perform internal broadcast and student paging

Other responsibilities

- Comply to the school's Child protection Policy and Safety regulations
- Provide formal students supervision during scheduled supervision times
- Other duties, as assigned by direct supervisor

KPIS International School is dedicated to providing a high-quality international education to our students in a safe and nurturing environment. As part of our commitment to child protection and safeguarding, all candidates for employment must provide a self-disclosure, including criminal background check, complete work history, and references indicating that the candidate is fit to work with children.

Compensation: Depending on qualifications and experience

Length of probationary period: 120 days

Direct supervisor: Director of Initiative and Student Affairs

Direct reports: None

PDPA Notice: All information collected during recruitment for this position is used for the purposes of evaluating a candidate's suitability for the position. All personally-identifiable and sensitive information is handled in accordance with the Thailand Personal Data Protection Act 2562.