



JOB DESCRIPTION

The Employee is primarily responsible for the following duties:

A. Inform and guide the general public regarding the general activities and organization of the Alliance Française using various means of communication

- Greet Visitors or Client
- Answering calls, transmitting information to related departments
- Guide visitors to the different departments of AF Madras
- Inform visitors about the general activities of AF Madras (Course, Translations, cultural activities...)
- Reply to queries orally or via email or any social media

B. Being the first point of contact for students with the Language department, the receptionist must therefore liaise closely with the Course Director and Course Counsellor and must

- Have a thorough knowledge of the course offerings of the institute
- Be able to present and sell the courses to potential students
- Handle registrations to course, tests or examinations using the course management software, in line with the initial evaluation procedures of students.
- Accept payments and account for them on a daily basis while handing over to the accountant.
- Post registration, help launch the classes in collaboration with the Course Director and the Course Counsellor (for example, make calls to students who have registered)
- Handle the regular operations in the course management software, ensure that it functions smoothly and report problems with the software if any, to the management and constantly improve his/her knowledge of the tool
- Identify and report client needs which are expressed during interaction with the customers by making a note of the expectations and needs of the public and informing the management so that these needs can be studied and incorporated regularly in the course offerings
- Maintain student database records and book stock, under the supervision of the Course Counsellor and maintenance department.
- Manage reception space and equipment