JOB DESCRIPTION

"Shape young minds, while shaping your own career."

1. JOB TITLE

Front Office Executive

2. DEPARTMENT / REPORTING TO

Department: Admin
Reports to: Head of Administration / Principal

3. JOB LOCATION / POSITION TYPE

Sohna/Fulltime

4. JOB PURPOSE / SUMMARY

The Front Office Executive serves as the first point of contact for visitors, parents, students, and staff, creating a welcoming and professional environment. The role involves managing reception operations, handling inquiries, and ensuring effective communication between stakeholders and the school administration.

5. ABOUT THE ORGANISATION:

Organisation Culture: At GD Goenka Flagship School, our culture is built on the foundation of excellence, inclusivity, and innovation. We foster an environment where every individual—whether in teaching, administration, or support—feels valued, respected, and empowered to contribute their best. Guided by our THRIVE values (Trust, Humility, Respect, Innovation, Vision, and Excellence), we create a workplace that balances Flagship professional standards with a deep sense of belonging and care.

Collaboration, continuous learning, and recognition of contributions are central to our ethos. We encourage openness, creativity, and accountability, while also celebrating milestones and personal achievements. With strong emphasis on ethics, well-being, and growth, GD Goenka's organisational culture is not just about building great careers, but about shaping meaningful lives.

Vision : Rooted in a rich legacy of excellence, we aspire to set global benchmarks in education. As a progressive organization, we are committed to creating learning environments that foster innovation, agility, intellectual curiosity, and responsibility.

Mission : We are committed to becoming one of the top 10 respected education brands in India and globally, accredited and ranked by reputed agencies in all categories. Our mission is to support and empower our partner institutions and stakeholders across all disciplines with leadership, culture and resources to ensure their growth and excellence

Values :



Team Centric – We believe in the power of collaboration and shared success, where every achievement is a collective milestone. By fostering mutual support and a spirit of teamwork, we ensure that progress is a unified effort, strengthening our community and amplifying impact.

Harmonious – We remain adaptable yet grounded, creating an environment where diverse perspectives coexists in synergy. While embracing change, we stay true to our core values and heritage, ensuring that progress is achieved with integrity, balance and respect for our roots.

Resilient – Challenges are opportunities to grow. We perservere with agility, adaptability, and an indomitable spirit, turning setbacks into stepping stones towards our vision. With a mindset of continuous learning and improvement, we move forward with confidence & purpose.

Innovative – We boldly reimagine possibilities, pushing the boundaries of creativity and progress. By fostering a culture of curiosity and forward-thinking solutions, we shape the future, ensuring that we remain at the forefront of transformational change.

Versatile - We evolve with the times while staying true to our essence. Our ability to adapt and integrate new ideas without losing our identity empowers us to succeed in an ever-changing world. By balancing tradition with innovation, we remain relevant, dynamic, and impactful.

Empathetic - Integrity, respect, and inclusivity define our approach. We create a culture of trust and transparency, treating everyone with dignity and compassion.By fostering an environment where every individual feels valued and heard, we enable collective success and shared growth.

6. KEY RESPONSIBILITIES

The responsibility of the Front Office Executive would include, but are not limited to –

Administrative Responsibilities:

Reception & Visitor Management

- Greet visitors, parents, and guests courteously and direct them appropriately.
- Maintain a visitor logbook and ensure security protocols are followed.
- Manage the reception area to ensure it is tidy, welcoming, and professional.

Communication & Coordination

- Handle incoming calls, emails, and inquiries, ensuring timely responses.
- Route calls/messages to the departments concerned or individuals.
- Serve as a communication link between parents, students, and school departments.

Administrative Support

- Assist in scheduling appointments, meetings, and events.
- Support admissions/administration with documentation and data entry when required.
- Manage incoming and outgoing mail, couriers, and official correspondence.

Record Management

- Maintain accurate records of parent queries, complaints, and follow-ups.
- Support in maintaining student/parent databases and front office registers.
- Generate daily/weekly reports of visitor and communication activities.

Event & Hospitality Support

- Assist in coordinating school events, meetings, and parent interactions.
- Arrange refreshments, logistics, and materials for visitors/meetings as required.
- Support dignitary visits and ensure

Community Engagement Responsibilities:

- Serve as the school's first representative for parents, visitors, and community members.
- Maintain transparent and courteous communication between parents, students, and the school administration.
- Support in organizing community and school engagement programs, events, and open houses.
- Ensure parent queries, feedback, and concerns are documented and directed to the concerned authorities promptly.
- Represent the school's ethos through professionalism, empathy, and effective service delivery

7. QUALIFICATIONS / REQUIREMENTS

- Bachelor's degree/diploma in Administration, Hospitality, or related field.
- 2–4 years of experience in front office/reception roles (school, hospitality, or corporate sector preferred).
- Proficiency in MS Office (Word, Excel, Outlook) and basic knowledge of ERP/CRM systems.

Fluency in English and local language (spoken and written) is essential.

8. COMPETENCIES / SKILLS

- Excellent communication and interpersonal skills.
- Pleasant personality with a professional and welcoming demeanor.
- Strong organizational and multitasking abilities.
- Ability to maintain confidentiality and handle sensitive matters with discretion.

9. GENERAL REQUIREMENTS

- The elements contained in this job description are subject to amendment as the needs of the school change.
- Any other duties that go naturally, customarily and conventionally with the work and job of Front Office Executive which are implied in the effective and smooth running of the school and/or such other professional duties, responsibilities or assignments as GDG Flagship School may delegate from time to time as, it may, deem appropriate.
- In addition to the above, responsibilities will include any other tasks/assignments or work assigned by the Principal/Administrator/Management/Respective CXO/Promoters.