



RUAMRUDEE INTERNATIONAL SCHOOL

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Vacancy Announcement

Position	Seelos Residence Officer	Starting Date	October 2018
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General Description

The Seelos Residence Officer establishes a welcoming atmosphere in the lobby of Seelos Residence by meeting and greeting students, visitors, parents, and school employees. He/she is expected to behave in a mature and responsible manner, use good judgment, and abide and enforce institutional policies.

The Seelos Residence Officer answers questions and provides pertinent information to current and prospective Residence students, visitors, parents, and employees. The Seelos Residence Officer answers all incoming calls, takes messages, or routes calls according to procedures, and is required to make appointments and/or maintain an appointment calendar for the Seelos Residence Coordinator or other departmental employees. The Seelos Residence Officer performs various clerical tasks, which may include, but is not limited to data entry, distributing incoming mail, maintaining accurate mailbox designations, keeping and filing pertinent records, and liaising with relevant departments and sections to ensure the smooth operation of the Seelos Residence.

The Seelos Residence Officer is a position within the RIS School Advancement Office and reports directly to the Seelos Residence Coordinator.

Position Details and Responsibilities

- Monitors the entrance to the building to ensure that only residents of the building enter the students' living units.
- Checks student IDs and signs in any guests.
- Responds to emergency exit door alarms, monitors cameras, and greets students and guests who enter the Seelos Residence.

- Checks in all guests at the front desk.
- Knows emergency procedures and when it is appropriate to contact a Seelos Residence staff member on duty, the Seelos Residence Coordinator, and/or the police.
- Follows all fire alarm systems and emergency evacuation procedures appropriately.
- Assists with daily Seelos Residence opening and closing responsibilities and assists with check-in and checkout procedures during the year.
- Reviews room inventory forms, Student Personal Data Sheets, and other paperwork as Residents check in and check out.
- Troubleshoots problems that occur with front desk operations.
- Maintains a clean and organized front desk and lobby area.
- Completes paperwork and administrative assignments in a timely manner, including but not limited to, equipment check out, room inventory forms, communication with other sections and departments, etc.
- Reads and maintains the desk log that is used to sign in and out.
- Inventories lock-out and equipment keys and other supplies.
- Completes incident reports accurately and in a timely manner (immediately, whenever possible).
- Reports maintenance and custodial issues to the Seelos Residence Coordinator and shows Residents how to enter maintenance and custodial work requests.
- Liaises with various departments/sections to ensure the smooth operations of the Seelos Residence, e.g., school clinic, maintenance department, housekeeping, and canteen.
- Assists Residents with any key issues.
- Serves as an information source to Residents and parents about Seelos Residence services and assists with translation, as possible.
- Respects and maintains student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.
- Maintains a positive and open attitude when interacting with staff members, supervisors, students, parents, and visitors.
- Models leadership characteristics such as being responsible, fair, enthusiastic, flexible, committed, and possessing integrity, time-management and communication skills, and being willing to work as a team member.
- Performs other duties as assigned.

Qualifications and Requirements

- Bachelor's degree or higher

- For a nonnative speaker of English, English language proficiency is required TOEFL iBT80, CBT 213, or PBT 550 / TOEIC 690 / IELTS 6.5
- Good communication skills
- Positive, friendly attitude and willingness to learn
- Courteous and knowledgeable when providing services to students and guests
- Willing and able to work flexible hours, such as weekdays 6:45–8:45 am and 11:30 am–5:30 pm, as well as occasional nights and weekends