

Job Title: Customer Service/Receptionist/Admin

Location: Ruai, Chokaa along Kangundo Rd, Njiru Sub-County, Nairobi County

Job Type: Full-Time

Reporting to: School Principal

About the School

Founded in 2023, City Rose Academy is a values-based institution that caters to Kindergarten, Primary, and Junior Secondary levels, using the Competency-Based Curriculum (CBC). The school is passionately committed to Nurturing Champions to be contributing members of the global community by providing a well-rounded education that fosters academic excellence, character development, and lifelong learning.

Job Summary

City Rose Academy seeks a highly organized and personable School Customer Service/ Receptionist/Admin to manage front office operations, provide administrative support, and ensure a welcoming and professional environment for learners, staff, parents, and visitors. The ideal candidate is proactive, detail-oriented, and capable of supporting day-to-day school operations with efficiency and grace.

Key Responsibilities

1. Front Office & Communication

- Serve as the first point of contact for visitors, parents, and stakeholders—both in person and on the phone.
- Maintain a professional and welcoming front office environment.
- Handle incoming and outgoing correspondence, phone calls, and emails efficiently.
- Maintain accurate student and staff records, both digitally and in hard copy.

2. Administration & Operations

- Provide administrative support to the school leadership and teaching staff.
- Maintain school calendars, schedule appointments, and coordinate meetings.

- Prepare memos, reports, and other communication on behalf of the administration.
- Keep track of inventory and manage supplies for the front office and common areas.

3. Event Planning & Coordination

- Support the planning and coordination of school events, such as parent meetings, open days, graduations, and co-curricular activities.
- Manage event logistics, including communication with vendors, materials preparation, and event setup.

4. Records Management

- Ensure all records related to learners, staff, and school operations are properly filed and updated.
- Assist in admissions and enrollment processes, including organizing learner files and follow-up communication.

5. Public Relations & Stakeholder Engagement

- Represent the school professionally in all interactions with parents, guests, and external stakeholders.
- Assist in the preparation and dissemination of newsletters, circulars, and notices to parents and staff.
- Foster positive relationships with learners, parents, and the wider school community.

Qualifications & Requirements

Academic Qualifications:

- A Bachelor's Degree in Business Administration or a related field is required.

Professional Requirements:

- Minimum of 3 years' experience in a similar administrative role.
- Experience working in a school or educational environment is highly desirable.

Skills & Competencies:

- Excellent communication and public relations skills.
- Strong organizational and time management abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Ability to multitask and prioritize in a fast-paced environment.
- High level of professionalism, confidentiality, and integrity.
- Warm, friendly, and approachable demeanor.

Application Process

Interested and qualified candidates should submit their resume to info@cityroseacademy.com before **11th April 2025**.

Interviews will be carried out on a rolling basis, so early applications are encouraged.

Only shortlisted candidates will be contacted.