



Job Advertisement

Receptionist

Context

Are you passionate about providing top-notch customer service? Do you want to contribute to shaping the future of education? Look no further! Milestone Institute, a leader in personalised education for secondary school students, is seeking a dynamic Receptionist to join our Operations Team.

At Milestone Institute, we've been pioneering personalised education since our foundation in 2010. Our internationally recognized English-language programs foster intellectual development and academic immersion, guiding students toward successful, independent thinking. Join us in nurturing future leaders dedicated to building a competitive Hungary in the 21st century.

The Role

It is in this spirit that the Milestone Institute seeks to appoint a highly committed and talented professional as Receptionist, a post which demands exceptional interpersonal, multitasking and communication skills. A down-to-earth attitude, an empathy with people, resourcefulness, drive and determination are all important requirements of the post. In addition, as all activities within the Institute are carried out in English and communication with external stakeholders is carried out in Hungarian, a full and professional level of proficiency in writing and speaking in **English and Hungarian** is essential.

Why work at Milestone?

- Exceptional working environment in one of the most beautiful and historic buildings in the centre of Budapest
- High impact on the education of Hungarian youth
- Growth opportunities in our young and dynamic company - the average age at Milestone is 35 years !
- Competitive salary
- A welcoming team of highly-trained, motivated, collaborative colleagues
- Access to high-quality, regular professional development
- Opportunities to innovate in cooperation with colleagues across all departments of the Institute

However, we are not only interested in education and degrees...

- Once a week we organise company yoga sessions to promote our wellbeing
- We are serious fans of PG's tea, and always have fresh coffee in the kitchen
- There is almost always a colleague who prepares cookies or brings back sweets from travels - and luckily we love to share!

What will be your tasks?

- Provide professional customer service to internal and external guests.
- Contribute to the development of enhanced processes.
- Be a team player, collaborate seamlessly within the Operations Team.
- Coordinate and deliver various tasks and activities.
- Welcome and host students, staff, faculty, and visitors.
- Process incoming and outgoing communication in Salesforce.
- Provide accurate information to stakeholders and communicate with prospective applicants and parents.
- Manage communication with service providers.
- Issue and validate ID cards for students, faculty, and staff.
- Maintain a functional and presentable reception area.
- Uphold high standards in office and premises management.
- Perform daily, monthly, and annual "Sweeping Tasks" for office functionality.
- Handle minor office maintenance tasks.
- Ensure office efficiency and adherence to standard procedures.
- Manage office stationery, equipment, kitchen orders, petty cash, and online orders.
- Room booking, and providing rental equipment for all internal stakeholders.
- Set up and breakdown of meeting rooms for events such as workshops, open days, business meetings, interviews, parental discussions, etc.
- Organising catering and other supplies for meetings and events according to the event lead's requests and budget.
- Oversee timely laundry services.
- Enforce library rules and assist visitors.

Support:

- Assist in delivering operative and administrative procedures.
- Support intermittent operative and administrative procedures.
- Assist Core Staff in occasional administrative tasks.
- Contribute to external and internal event management.
- Maintain internal policies, processes, guidelines, and handbooks.
- Address the needs of tenants and maintain an efficient library service.
- Foster an equal, diverse, and happy work environment.
- Develop contracting guides, training materials, and other supporting documentation.
- Contribute to the general development of best practices in operations.

Requirements

- High Proficiency in English and Hungarian.
- Evidenced organisational skill set with an eye for detail.
- Ability to work in a team and to strict deadlines.
- Good communication and people skills to liaise effectively with multiple stakeholders.
- Identification with the Milestone ethos of academic excellence, social responsibility, entrepreneurial initiative and artistic expression.
- High school diploma or equivalent
- Experience in working on Reception is an advantage

Conditions of employment

- This is a full-time, on-site post of 40 hours per week based in central Budapest.
- Working hours may vary: Opening shift (8:30-17:00), Middle shift (10:30-19:00), Closing shift (12:00-20:30).
- The post holder should have the right to work in Hungary and will be subject to a local police check.
-

Optional skills and experience

- 1 year (at least) of work experience in an administrative and/or customer facing role.
- Experience in planning and coordinating activities, as well as executing operational tasks.
- Ability to think outside the box and solve problems in a creative manner.
- Working knowledge of Google Suite.

How to apply

Application is by CV and cover letter (including an indication of salary expectations, and response to the Question “Why would I take on the challenge of becoming a Receptionist?”).

Application Process and Timeline

Application is by motivation letter and Curriculum Vitae via the [application link here](#). The position is open until filled. Start Date: January 2024. Shortlisted and unsuccessful candidates will be notified. Please keep in mind that applications will be weighed by a combination of the applicant’s profile and the Institute’s recruitment needs.

Child-Safe Recruitment

The Institute is committed to child safe recruitment, selection and screening practices and has a child safe recruitment policy in place. Thus, we require all applicants to undergo an extensive screening process prior to appointment and provide us with the necessary

documents upon contracting (police check, reference person, written declaration). Please note, the Institute may refuse to employ, or terminate the employment of, any person who it reasonably believes may pose a risk to children. The successful applicant will be required to submit the following documents upon contracting:

- Self-declaration related to disciplinary offences relating to children;
- Local police check;
- Child Protection Training.

Diversity and Inclusion

Milestone Institute is an equal opportunity employer, seeking to recruit and support a broadly diverse community of faculty and staff. Milestone values and celebrates diversity in all its forms and strives to foster an inclusive culture built on respect that affirms inter-group relations and builds cohesion. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, colour, national origin, age, sex, sexual orientation, disability status.