



# Receptionist

## Job Description & Advert

<b>Position Title:</b>	Receptionist
<b>Location:</b>	1077 Budapest, Wesselényi u. 17. (W17)
<b>Position Type:</b>	Full-time
<b>Reports to:</b>	Office manager

### About Us:

Since 2010, Milestone Institute has been a leader in personalised secondary education, offering internationally recognised English-language programs that foster intellectual development and academic immersion, empowering 400 students a year to excel in their chosen academic areas and cultivating independent thinking and success. The Institute also offers consultancy services through its Solutions Lab department, with a mission to deliver groundbreaking educational concepts and internationally recognised innovative solutions. The Operations Team ensures the smooth delivery of all these activities, manages W17 facilities and events and supports the work of our 50+ core employees and 80+ faculty members.

### Job Summary:

The core responsibility and objective of the Receptionist role is to provide professional customer service to internal and external guests as a member of the Milestone Institute's Operations Team. They may participate in the coordination and delivery of various activities, while also contributing to the development and introduction processes and practices. The Receptionist is also responsible for the procurement of office- and kitchen supply, placing orders for event preparation, setting and tidying meeting rooms before and after meetings or events, communicating with external and internal stakeholders, and administering general front office activities.

### Key Responsibilities:

- Provide professional customer service to internal and external guests.
- Contribute to the development of processes.
- Be a team player, collaborate seamlessly within the Operations Team.
- Coordinate and deliver various tasks and activities, handle multiple tasks.
- 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.
- Assist the Operations Management Team in:
  - delivering operative and administrative procedures,
  - developing contracting guides, training materials, and other supporting documentation.
  - Maintaining internal policies, processes, guidelines, and handbooks.
- Assist Core Staff in occasional administrative tasks.
- Contribute to external and internal event management.
- Address the needs of tenants and maintain an efficient library service.
- Foster an equal, diverse, and happy work environment.
- Contribute to the general development of best practices in operations.

#### **Requirements:**

- C2 level English and Hungarian
- 1-2 yrs experience in customer management and/or sales
- Evidenced organisational skill set with an eye for detail.
- 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, Excel.
- Ability to work in a team and to strict deadlines.
- Ability to handle multiple tasks.



- 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
- University degree 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: Monday-Friday: Opening shift (8:30-17:00), Closing shift (12:00-20:30), Saturday: 9:30-18:30
- Milestone Operations Team works from Monday to Saturday. While Saturday shifts are typically covered by a fixed team, it will be stipulated in the employment contract that the receptionist may occasionally be required to work on a Saturday if the need arises. These instances will be communicated and agreed upon in advance.
- The post holder should have the right to work in Hungary and will be subject to a local police check.

### **Milestone Institute offers:**

- Work equipment is provided by the organisation
- Our office is dog-friendly
- Exceptional working environment in one of the most beautiful listed buildings in downtown Budapest
- A welcoming team of highly-trained, motivated, collaborative colleagues
- Opportunities to innovate in cooperation with colleagues across all departments of the Institute
- Access to high-quality, regular professional development
- We organise a team-building evening on the last Wednesday of each month as well as an all staff getaway once a year
- A competitive salary
- Reimbursement of your MÁV/ Volán monthly pass if you are commuting to work

### **Application Process and Timeline:**

Application is a motivation letter including an indication of salary expectations, and Curriculum Vitae via the application link. All shortlisted candidates will be invited for an Assessment Day and/or Job interview that will take place between 25th-30th July 2024.

Start Date: between 1st-9th September 2024.

During your in-person interview, there will be an interview exercise that requires no prior preparation. Interviews will be conducted in English and in Hungarian.

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.