



Canadian School of Milan

Educate for today. Inspire for tomorrow.

Job Title: School Receptionist

Location: Via Gioia 42, Milan (Early Years and Primary School Campus)

Working Hours: Monday to Friday from 08.30 to 17.00 with one hour lunch break

Reports To: Gioia's School Manager

Starting date: 24th August 2026

Job Summary:

We are looking for a service-oriented and highly organized Receptionist to join our dynamic international school community. As the first point of contact for students, parents, staff, and visitors, you will play a key role in creating a welcoming and professional front-office experience. This position combines strong administrative expertise with a proactive, calm approach to daily operations, including the ability to provide basic first aid support to students when required.

Front Desk Responsibilities:

- General front desk duties (checking visitors Identities in line with safeguarding, filing post and deliveries, sorting emails etc.)
- Dealing with telephone and emails enquiries including giving initial information to perspective parents
- Track students and staff attendance, maintaining procedures in line with CSM policy
- Daily practical support for co-curricular provision, e.g. registering pupils on and off buses, including communication e.g. club or trip cancellations
- Maintaining the school's calendar and updating accordingly for appointments and events
- Providing secretarial support for the staff as required, including general correspondence forms, agendas, reports, schedules, calendars
- Support in updating and maintaining school databases and softwares for both students and parents
- Providing first aid assistance when required
- Maintain the first aid kit and ensure medical supplies are stocked
- Record and report any incidents in accordance with school protocols
- Tracking inventory and order supply for stationaries and consumables
- Liaising with custodian, contacting external services to resolve facilities and safety issues quickly

Other responsibilities:

- To support with ad hoc projects and tasks, as directed by the Principals or Head of School

- To provide occasional support at marketing events, such as open evenings, outside of core school hours
 - To undertake other duties and any reasonable instructions given by the SLT
 - To provide support in the Administration dept in the event of staff absence
 - To encourage the development of productive and collaborative working relationships across the School
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Qualifications and Skills:

- Bachelor's degree or equivalent; additional certification in administration is a plus
 - Prior experience in a receptionist or customer service role, preferably in an educational and international setting
 - Excellent interpersonal and communication skills
 - Proficient in MS Office (Word, Excel, Outlook)
 - Professional demeanor, punctuality and strong organizational skills
 - Able to multitask and work in a fast-paced environment
 - Native or near to Native English and Italian is a must; additional languages are an asset
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