



## **JOB DESCRIPTION - FRONT DESK OFFICER**

Alliance Française de Bombay is hiring a Front Desk Officer / Course Counsellor to join our Santacruz Centre in Mumbai!

### **About Alliance Française de Bombay**

Founded in 1938, Alliance Française de Bombay is the official French language institute and cultural centre in Mumbai. The organisation is a part of a network of Alliance Françaises that work with the French Ministry of Foreign Affairs, the Fondation des Alliances Françaises in Paris, and the French Institute in India. The organisation aims to promote Franco-Indian cultural exchanges and develop relations between India and France through:

- Teaching French language: AFB has 4 centres across Mumbai and teaches French to more than 5,000 students per year. It brings together a team of around 60 teachers and 30 staff members along with supporting a branch in the city of Nashik.
- Year-round cultural programming: Alliance Française de Bombay organises a wide selection of events each year (cinema, music, dance, theatre, debate of ideas, conferences etc.) in partnership with the leading cultural institutions of Mumbai.

The Front Desk Officer will work under the responsibility of the Directors of Alliance Française de Bombay and perform the following functions:

### **Responsibilities:**

- Welcoming visitors and potential clients who approach the front desk.
- Providing information on courses, fees, exams, certifications, cultural events and other activities of Alliance Française de Bombay.
- Managing students' enrolments for French language courses.
- Providing membership details and registering new members.
- Giving clear information along with answering queries on calls and emails.
- Assisting when required at Alliance Française de Bombay's cultural programs.
- Managing administrative duties before the commencement of a new session at AF Bombay.
- Creation and management of students' database on the Alliance Française software (entering student data/ contact details etc.)

**Location:** Alliance Française de Bombay, Santacruz Centre  
[HiLife Mall, Phirozeshah Mehta road, Santacruz West, near Railway Station, Mumbai, Maharashtra 400054]

**Requirements:**

- Fluency in French (Level B1 minimum), English and Hindi
- Bachelor's degree minimum.
- Someone with a pleasant welcoming personality
- Patience and punctuality.
- Good communication skills.

**Deadline for application:** 22 January 2023

**Starting Date:** As soon as possible

**Application process:** Kindly mail the following documents:

- CV,
- Application letter,
- Scanned copy of your recent degree (Bachelor's / Master's, etc.),
- Scanned copy of your recent DELF-DALF Diploma

to [shimoni.jain@afindia.org](mailto:shimoni.jain@afindia.org) (Asst. Academic Director, Head of Corporate Training and Marketing).