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## HOCHALPINES INSTITUT FTAN

SWISS INTERNATIONAL SCHOOL AND SPORTS ACADEMY

### Join our team as an experienced and committed **Customer Service & Communications Coordinator (80-100%)**

This role is for someone who enjoys variety, working with people, and keeping things organised behind the scenes. If you like supporting processes, coordinating communication, and helping things run smoothly – and you are interested in doing this in a rural yet international school environment – this could be a great fit.

Hochalpines Institut Ftan (HIF) is an international boarding school in the Swiss Alps, working with both local and international families. We offer Swiss and international educational pathways and run an elite Sports Academy. We are a motivated and committed team, building clear structures and professional standards as we grow.

We are looking for a **Customer Service & Communications Coordinator** to support Admissions, Marketing and Customer Experience in the day to day. You will coordinate communication, manage correspondence, and help ensure smooth processes for families, colleagues, and external partners.



## This role might be for you if...

- you have professional experience in **hospitality, tourism, customer service, administration, communications, or education**
- you are comfortable working in a school environment and communicate with professionalism and care
- you communicate clearly and confidently in writing and in person when working with parents, partners, and colleagues
- you are organised, reliable, and enjoy keeping an overview
- you communicate clearly and professionally in writing and in person
- you speak and write **English confidently (required)** and ideally also **German**; additional languages, especially **Rumantsch**, are a strong plus
- you enjoy working with different people in an international context

Experience in a school or admissions role is a plus, but not required.

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## In this role, your focus will mainly be on:

- Supporting the admissions process by ensuring timely follow-up, clear communication, and a positive first experience for prospective families
- Supporting admissions-related administration, including enquiries, lists, follow-ups, appointments, online meetings, campus visits and trial days
- Handling day-to-day correspondence with prospective parents via email, phone, and in person, using a clear and professional school voice
- Coordinating campus visits, open days and trial days in collaboration with staff and teachers
- Supporting regional events, sports-related activities, fairs, and partnerships
- Coordinating translations and drafting emails, information materials, and occasional short texts or posts
- Liaising with external agencies and service providers (advertising, creative, printing, media, sponsoring)
- Coordinating advertising activities, including timelines, approvals, and billing
- Maintaining calendars, contact lists, reports and project deadlines
- Supporting smooth internal coordination across Admissions, Marketing and the wider school team



## What we offer

- A varied and meaningful role with learning opportunities
- A lively, supportive working environment
- A unique workplace combining local life and international outlook
- Competitive salary and benefits

## How to apply

**Please send your CV and a short motivation piece telling us why this role feels right for you to [jobs@hif.ch](mailto:jobs@hif.ch) (Attention: Head of Admissions, Marketing & Customer Experience)**

## Third-Country Nationals' Applications (non EU/ EFTA) :

Please be aware that work permits for third-country nationals (e.g. from the UK) involve a longer process and stricter regulations than for EU/EFTA citizens. While we welcome all applications, preference will be given to candidates who already hold a Swiss residence permit or an EU/EFTA passport.

## Safeguarding & professionalism

HIF is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to maintain clear professional boundaries and high standards of conduct. Appointments are subject to thorough safeguarding checks, references, and background screening in line with international child protection guidelines.

