

FRONT OFFICE MANAGER

Description

The Institute of Petroleum Studies – Kampala (IPSK) is a specialist higher education institution serving learners in petroleum, energy, environmental health and safety, management, law and related disciplines. IPSK is committed to professional academic service delivery, reliable student data, responsive admissions processes and a strong institutional reputation.

The Front Office Manager is the first point of [contact](#) for IPSK and is responsible for professional reception management, admissions lead handling, ERP pipeline discipline, applicant support, front office reporting and day-to-day coordination of visitor and inquiry services. The role requires a well-spoken, organised and service-driven person who can represent IPSK confidently while ensuring every inquiry is captured, followed up, escalated and reported accurately.

Responsibilities

- Manage the front desk professionally by receiving visitors, including students, parents, lecturers, partners and service providers, with courtesy and efficiency.
- Answer calls, receive messages, route enquiries, and ensure matters are followed through to closure or properly escalated.
- Capture, classify and update all admissions leads in the IPSK ERP from walk-ins, calls, WhatsApp, email, [website](#) forms, social media referrals, outreach events and staff referrals.
- Maintain lead statuses, follow-up notes, programme interests, lead source, next action and responsible officer in a clean, auditable ERP pipeline.
- Guide prospective students on approved programme information, entry requirements, application steps, required documents, payment steps, intakes and admission timelines.
- Check the application files for completeness before handing them over to the Academic Registrar or the authorised admissions workflow.
- Support registration, orientation, student onboarding and routine Academic Registry activities as assigned by the Academic Registrar.
- Coordinate with Admissions Advisors, Academic Registry, Finance, ICT and Programme Coordination to resolve queries from applicants and students.
- Maintain visitor logs, applicant records, call notes, front-desk correspondence, application checklists, and admissions reports securely and accurately.
- Prepare weekly admissions and front desk reports and monthly trend summaries covering enquiries, lead sources, conversions, bottlenecks and recommended improvements.
- Escalate complaints, sensitive matters, irregular applications, payment queries, reputational risks and queries of uncertain nature through the correct institutional channels.

Qualifications

- Bachelor of Business Administration (BBA) or an equivalent business qualification from a recognised institution.

Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

Permanent

Industry

Education

Job Location

Plot 6207 Rose lane Muyenga

Working Hours

8:00 – 5:00

Date posted

June 25, 2026

Valid through

09.07.2026

- At least three (3) years' experience in front-office management, administration, customer care, admissions support, lead management, sales support, CRM/ERP use, or a similar servicefacing role.
- Strong working knowledge of Microsoft Office or Google Workspace, spreadsheets, email, WhatsApp Business, and digital record-keeping systems. ERP/CRM experience is strongly preferred.
- Excellent spoken English, clear writing, professional telephone etiquette, and a confident front-office presence.
- Experience in higher education, training, admissions, customer service, or structured sales is an added advantage.

How to Apply

READY TO MAKE YOUR MARK?

Join IPSK and become part of Uganda's educational transformation!

Send us your complete application package as one file:

- **Comprehensive CV** showcasing your administrative excellence
- **Cover Letter** explaining why you're perfect for IPSK
- **Relevant Certifications** demonstrating your qualifications

Email: hr@ipsk.ac.ug

Subject Line: "Front Office Manager Application – [Your Name]"

Applications close: 9th July 2026

IPSK is an equal opportunity employer committed to diversity and inclusion. We encourage applications from all qualified candidates regardless of race, gender, religion, or background.