



JOB DESCRIPTION - FRONT DESK OFFICER

Alliance Française de Bombay is hiring a Front Desk Officer to join us full-time at our Churchgate and 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 2 centres across Mumbai and caters to almost 5,000 registrations per year. It brings together a team of around 30 teachers and 20 staff members.
- 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 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.
- Registering members and students for French language courses on company software and managing students' database.
- Giving clear information along with answering queries on calls and emails.
- Managing administrative duties before the commencement of a new session at Alliance Française de Bombay and coordinating with internal departments to ensure efficient handling of visitor inquiries and administrative tasks.
- If necessary, assisting Alliance Française de Bombay's cultural programs.

Location: Alliance Française de Bombay-

Churchgate Centre

[Theosophy Hall, 40 New Marine Lines, Next to Nirmala Niketan College]

Santacruz Centre

[HiLife Mall – Unit No. 26, 3rd Floor, Phirozeshah Mehta road, Near Santacruz Railway Station, Santacruz (West)]

Requirements:

- Good communication and interpersonal skills
- Punctuality and demonstrates patience in all interactions
- Warm, welcoming, and engaging personality
- Bachelor's degree
- Prior experience in sales is an asset
- Knowledge in French is preferred

Starting Date: 1st June 2025

Application process: Kindly mail the following documents before the 15th May 2025 :

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

To shimoni.jain@afindia.org (Asst. Academic Director, Head of Corporate Training and Marketing) and exec.assist.mumbai@afindia.org (Executive Assistant)