



Office Manager

Job Description

Effectively completes and maintains all required paperwork and record keeping on a timely basis and maintains same in an organized, up-to-date manner. This includes all programs files such as student, vehicle, driver, health, and safety files.

Assists the Director, Assistant Director I, Director of Administration facilitate and manage all aspects of an early education center, including human resources, customer relations, marketing, educational programs, financial responsibility, and physical facility. Promotes positive image of the school within the community and on social media. Establish strong working relationships with other state licensing authorities, local, and county health departments, and other regulatory agencies. Provides administrative support to Kids in Action administration, teachers, and families.

Primary Duties and Responsibilities

General

- Answer phone in a courteous, enthusiastic, informative nature, and timely manner (goal: no more than 2 rings)
- Be professional in appearance
- Ensure all children checked into/out of Procure
- Answer questions regarding birthday parties, classes, camps, child care, pre-school, after-school, billing, vacation credits, etc.
- Booking, scheduling, and maintaining off-campus
- Utilize the script for answering phone and questions, and edit as necessary
- Keeps Director and owners apprised in a timely manner of all critical areas of responsibilities, including serious student accidents, employee issues, and significant events. Develops and maintains a strong working relationship with all state licensing authorities, vendors, and community contacts.
- Handling bus run information
 - Printing out sheets weekly
 - Keeping track of absences
 - Marking fees related to no-calls
- Tours and bookings of birthday parties
 - Send party confirmation and collect fees
 - Update office google calendar of birthday parties
 - Record and distribute tips
 - Following up on birthday parties with survey



- Printing and Organizing KDO, PNO, and camp rosters/roll calls
- Coordinating summer camp packet pick-up
- Receiving and inputting class registrations
- Bus run driver as needed
- Collect, compile and double check all field trip forms as needed

Customer Service

- Develops and actively maintains positive communication with parents.
- Recognizes parent concerns, evaluates course of action and responds appropriately to the needs of parents. Communicates parent concerns to the school director and owner.
- Responsible for keeping de-enrolled children to a minimum; determines reasons for loss enrollment and addresses problem areas contributing to loss enrollment.

Financial Responsibilities

- Receiving and keeping record of payments
- Ensures that computer-related record keeping requirements are met, to include tracking monetary transactions with customers and vendors.
- Maintains appropriate receipts on all credit card and bank transactions in a timely manner.
- Ensures that accounts receivable, for KIA classes and off-campus schools, are closely monitored and communicate with bookkeeper to follow up on delinquent accounts, in a timely manner.
- Ensures that office supplies and equipment are inventoried and appropriately maintained.
- Getting weekly deposit ready for bank
- Following up on tuition
 - Keeping up with POS receipts for bookkeeper
- Ensure all PNO parents, have paid the day before

Human Resources

- Counsels staff regarding benefits and open enrollment.
- Handles all new employee paperwork, from start to finish
- Initiates and follows up on background checks.
- Ensure all employee files are up-to-date
 - Schedule CPR as needed
 - Keeps all employee training records up to date, and notifies employees that are deficient
- Reviewing all incoming camp enrollments for missing information.
- Keep staff list and employee roster (for licensing) up-to-date

Marketing



- Booking tours; providing and keeping up with prospective parent information
- Organize and keep track of all marketing materials, and re-ordering as necessary
- Putting together tour folders, and going over information after tour
- Create and send out weekly constant contact, with Assistant Director I, according to social media calendar.
- Social media training as needed

Physical Facility and safety

- Maintains a clean, safe, and healthy environment through scheduled cleaning and frequent safety checks.
- Perform 60-minute head counts, and last hour of the day, ratio counts.
- “Nurse” visits and calling parents of sick kids
- Organizing, documenting, and dispensing of medication for children
- Maintain, de-clutter, and clean office on daily basis
- Serves as the first point of contact in a crisis

Reporting Relationships

- The Office Manager reports to the School Director. In the absence of the School Director, the Office Manager reports to the Owner or the Assistant Director I.

Qualifications

- Must finish “Enrollment Boot Camp” training within first 30 days
- Ability to multi-task and thrive in a fast-paced environment, and stay cool under pressure
- Prior customer-service experience preferred
- Mastery of basic math skills
- Microsoft Office proficient
- Quick-learner and self-motivated
- Able to pick up new skills quickly, such as new software programs