Receptionist
Educare of Washington, DC
Exemption Status: Full Time, Non-exempt
Salary Range: $22,000.00 - $24,000.00

POSITION SUMMARY

The Educare DC Receptionist is a highly visible position and is the first point of contact for children, families and guests. The Receptionist is responsible for welcoming all families and visitors, screening and directing phone calls and answering telephone inquiries about the Educare School. In addition to staffing the welcome desk, the receptionist provides support to the operations and management teams with light clerical work.

REPORTING RELATIONSHIPS

The Educare DC Receptionist reports to the Administrative Manager.

MAJOR RESPONSIBILITIES AND KEY TASKS

Welcome Desk / Customer Service
- Greet all visitors and families. Have guests sign in, notify Educare staff when visitors arrive and provide direction to guests regarding scheduled appointments.
- Answer and direct all incoming telephone calls in a professional manner.
- Responds to inquiries and requests for information in relation to the program
- Create and maintain an up-to-date school directory (phone numbers and email accounts)
- Maintain good Parent relations and communication through a positive manner and professional image
- Under the direction of the Administrative Manager, manages mail, packages and deliveries ensuring all are received and stored properly.
- Assist (as needed/directed) the Family Engagement Team with receiving enrollment documentation from families

Parent Resource Area
- Maintain the parent resource area – ensuring a check out system for equipment and trouble-shooting any difficulties with the computer systems.
- Update resources and announcements
- Produce/design notices for the Parent resource area or other communication as directed by the Administrative Manager.

Administrative
- Support the Educare Team with photocopying, faxing, filing and collating.
- Draft letters, memorandums, reports for Team members
- Provide back up support to the Administrative Assistant by scheduling appointments for the executive team: Executive Director, School Director and Administrative Manager
• Assists in meeting preparation, mailing and communication on behalf of the school and/or managers
• Maintain shared calendar for scheduled meetings in the Conference, Training, and/or Multipurpose rooms.

Other
• Performs other duties as assigned within the scope of the job description

EDUCATIONAL AND WORK EXPERIENCE REQUIREMENTS
• High school Diploma or GED required, Associates Degree desired
• Three or more years experience in a clerical and/or administrative support capacity with increasing responsibility.
• Experience in an early childhood or school environment preferred.

REQUIRED SKILLS/ABILITIES
• Highly proficient with computer applications - thorough understanding of Microsoft Outlook, word processing (Microsoft Word), mail merge, spreadsheets, and email systems (Microsoft Office required) and ability to learn and master other computer technology /software programs as needed. Good command of Internet usage and experience using general business office equipment.
• Excellent verbal (including professional telephone skills) and written English communication.
• Must have excellent communication, writing (includes grammar and punctuation), and interpersonal skills
• Reliable and able to exercise discretion in handling confidential information and materials.
• Ability to prioritize multiple tasks and exercise independent judgment in repeated and routine responsibilities and accomplish assignments in a timely manner.
• Organized with attention to details.
• Ability to work in a team environment and communicate appropriately with a diverse staff and external constituents.
• Ability to perform effectively under pressure
• Ability to provide support to professional staff
• Ability to work flexible hours

ESSENTIAL JOB FUNCTIONS
• Must be able to manually operate a computer and all office equipment including but not limited to multiple phone lines, conference calls, fax, and copiers
• Must be able to bend to access files and materials at floor level and use a stool to reach materials on high shelving.
• Must be able to move around the office to route internal and external communications and use office equipment.
• Finger dexterity sufficient for typing, filing, handling records, and other office equipment
• Must be able to clearly hear and understand telephone conversations
• Must be able to speak, read, and write in fluent English
• Must be able to lift 50 pounds at a time and have sufficient upper body strength to push a wheeled cart with hospitality items (food, beverages and meeting materials) on it, and move chairs and other meeting room furniture.
This position is NOT in the collective bargaining unit.

Submit your resume to via e-mail to jobs@educaredc.org or by mail to:
Educare Washington, DC
640 Anacostia Avenue, NE
Washington DC 20019

Educare DC is an equal opportunity employer.