



Front Desk Receptionist

Exemption Status: Part Time, Non-exempt

Salary Range: \$30,000 - \$35,000

ORGANIZATIONAL OVERVIEW

Educare DC is a state-of-the-art, full-day, year-round school that serves children from birth to five years. Building on the program foundations of Early Head Start and Head Start, Educare promotes school readiness by implementing effective programming aimed at preventing the development of an achievement gap in the early years. Educare DC is part of a larger national network that serves as a platform for broader change, inspiring high-quality programs in communities, improving public policies within each state, and demonstrating a comprehensive approach to the first five years of life and learning. As part of the Educare initiative, each school is a highly visible program that is host to a wide variety of visitors. The Educare model draws on a unique blend of private and public dollars, including childcare, Early Head Start, Head Start, and other state and local education funding streams.

POSITION SUMMARY

The Front Desk Receptionist is a highly visible position and is the first point of contact for children, families and guests. The Front Desk Receptionist is responsible for providing essential front desk duties including greeting all families and guests, answering and directing phone calls, handling and assisting with all program related inquiries, and receive and sort daily mail. The Front Desk Receptionist provides clerical support to the Director of Operations, Operations Manager and Assistant in a fast-paced early childhood environment-serving children (birth to 5 years old) and their families – ensuring that systems of support are functioning in the service of program work.

REPORTING RELATIONSHIPS

The Front Desk Receptionist is supervised by the Director of Operations

MAJOR RESPONSIBILITIES AND KEY TASKS

Welcome Desk / Customer Service

- Welcome families, visitors and partners.
- Maintain security by following Educare DC procedures; monitoring logbooks, issuing visitor badges and notifying appropriate staff members when visitors arrive.
- Receive, screen, and direct all incoming calls in a professional manner.
- Respond to inquiries and requests for information in relation to the program and/or community.
- Maintain and update all front desk binders and logs.
- Under the direction of the Operations Assistant, receive and sort daily mail, packages and deliveries ensuring all are received in a timely manner and stored properly.
- Maintain and monitor office supplies at the front desk.



Parent Resource Area

- Maintain the parent resource area tidy and effective by managing computer equipment and printer
- Proactively assist Family Engagement with updating resources flyers and announcements
- Produce/design notices for the Parent Resource area or other communication as directed by the Director of Operations
- Enforce all policies and code of conduct for the parent resource area

Administrative

- Provide back up support to the Operations team
- Assists in meeting preparation, mailing and communication on behalf of the school and/or managers
- Assist Educare Leadership team with calendar management: importing all important school calendar dates and holidays into Microsoft Office calendar.
- Assist with inventory, unpacking and organizing school/office supplies
- Support the Educare Team with photocopying, faxing, filing and collating.
- Assist with meetings and events set up and break down
- Keeps computers, copiers, fax machine, and other office equipment in good working condition with supplies

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
- Experience in a clerical and/or administrative support required
- 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), 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



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.

For additional information on Educare DC and Educare schools, please visit www.educaredc.org and www.educareschools.org.

The pay range is \$30,000-\$35,500, commensurate with experience. Educare DC offers a competitive salary (commensurate with experience) and a benefits package that includes medical, dental and vision insurance, long-term and short-term disability, 403b retirement program with company match, fixed leave during school closings plus personal and sick days and holidays. Educare DC is proud to be an equal opportunity employer. Diverse candidates are encouraged to apply.

Submit your resume via e-mail to jobs@educaredc.org with “Front Desk Receptionist” in the email subject line. If your email subject line does not have the position title listed, Educare may not consider your application.