

THE CHILDREN'S CENTER OF BRIGHTON, INC

Front Office Attendant Job Description

Status: Non-Exempt. Full-time. Reports to Business Office Coordinator.

The Children's Center of Brighton is an Equal Opportunity Employer, drug-free workplace, and complies with ADA regulations.

Summary

The Front Office Attendant is the first impression of the center and the central point of contact for the entire CCB community. This is an incredibly versatile role requiring changing direction throughout the day, switching gears, and providing support to parents, staff, visitors, new hires, vendors, contractors, coordinators, Business Office, Nurse, potential clients, and employment candidates. The Front Office Attendant is dedicated to contributing to the classroom experience and is essential in the operation of the center by managing internal calendars and general organization of enrollment.

Essential Functions & Responsibilities

Reception:

- Navigate phone system including answering phone with warmth and professionalism, relaying messages precisely, redirecting appropriately with warm transfer or directly to voicemail. For internal calls, responding immediately to needs of teachers.
- Field inquiries regarding open positions received in person, over the phone, email, or through our website.
- Accept information from a variety of sources: staff, answering service, parents, and colleagues via email, in-person, fax or phone. Expertly convey information to all parties, both internal and external.
- Welcome parents, staff, and visitors with warmth and enthusiasm.
- Build a rapport with staff, parents, and frequent visitors making it a point to remember and use names.
- Forge positive relationships with children, teachers, coordinators, colleagues and parents.
- Maintain center security by following safety procedures and controlling access via the reception desk.
- Check-in visitors while strictly following pick-up procedure and COVID screening procedure embracing a "kind yet firm" approach.
- Use the music system to provide child-friendly music for the front office and entrance.
- Respond to child care inquiries submitted on our website, in-person and over the phone. Field incoming queries for child care by providing clear answers to questions from parents and obtaining and recording all pertinent details on Phone Information Sheet.
- Sort and distribute incoming mail and prepare outgoing mail.
- Provide care for children waiting in front office during pick-up and drop-off. Bring children to and from classrooms for alternative pick-up and drop-off individuals.
- Update the Front Board daily to display welcomes and celebratory milestones for visitors, staff, and children.

Office Organization:

- Maintain internal appointment calendar including appointments for new hires, financial meetings, center tours, conferences, etc. Prepare needed paperwork and provide it to appropriate person.
- File staff and child records including creating new folders and archiving inactive folders. Maintain files and records so they remain updated and easily accessible.

THE CHILDREN'S CENTER OF BRIGHTON, INC

Front Office Attendant Job Description

Status: Non-Exempt. Full-time. Reports to Business Office Coordinator.

- Monitor stocks of office supplies (paper clips, letterhead, copy paper, toner, water, etc.) and submit orders to maintain supply. Organize supply closets.
- Accept supply deliveries and check for accuracy by comparing items to packing and order slips. Log discrepancies and obtain missing items of immediate need from alternative source.
- Ensure reception area, front desk, copy room, conference room, and filing areas are tidy, organized, sanitized, presentable, and stocked with necessary items.
- Assist in office tasks and organization procedures
- Commit to foresight, collaboration, and planning required for smooth operation of front office, calendar, coverage, and enrollment.

Enrollment Support:

- Follow up to child care inquiries by mailing informational packet, scheduling tour, and tracking flow of correspondence. Report to Center Director with updates on the current status and needs of potential new children.
- Mail Welcome Packet to newly enrolled children.
- Manage waitlist in collaboration with Center Director. Begin enrollment process for children based on availability and initiate connection with the Business Office for deposit payment.
- Collaborate with Business Office and Center Director to facilitate new program year and re-enrollment by following center timeline, accepting online registration information, completing enrollment summary sheets and distributing new information to coordinators, nurse, coaches, and teachers.
- Initiate communication with parents to aid in facilitating a smooth start for each child by ensuring required documentation is submitted prior to start date (physical, immunization, weblink).

Program Support:

- Systematically design coverage assignments in response to staff absences (taking into consideration schedule, age groups, and familiarity of teachers with classroom children). Make needed adjustments as changes occur throughout the day. Convene with person-in-charge to review the day's room schedule. Post daily schedule and communicate lunch coverage of staff to coordinators.
- Copy and distribute Time-Off Requests appropriately. Update future absences in calendar. Anticipate coverage needs and collaborate with coordinators to make future arrangements for schedule adjustments as needed with staff.
- Using Training Summary Checklist, arrange coverage for staff training with Peer Coaches. Design schedule with this coverage in mind. Communicate schedule to all parties.
- Provide coverage in classrooms of all age groups and the Special Health Care Unit (SHCU) as needed including bathroom breaks, lunch breaks, and extra-hands. Provide support in classrooms caring for young children by meeting incidental needs (bottle checks, strollers, facilitating bottle labeling between parent and coordinator, etc).
- When requested, maintain close supervision and anticipate needs of children. Intentionally engage children, form relationships through bonding, act as an advocate for children. Comfortable feeding and handling all Center foods, formula, and breastmilk to children.
- Keep up-to-date with center communication by reading Newsletter, Weekly FYI, and letters for staff.

THE CHILDREN'S CENTER OF BRIGHTON, INC

Front Office Attendant Job Description

Status: Non-Exempt. Full-time. Reports to Business Office Coordinator.

- Create and distribute center communication memos (Database Change Forms "CCs") to facilitate accurate and timely sharing of information across the center. Accurately discern which individuals need copies of certain CCs based on the information provided.
- Distribute reports, documents, newsletters, and other correspondence to center staff when needed.
- Facilitate Emergency Drills following center procedures and track completion to adhere to external and internal frequency requirements.

Business Office Support:

- Undertake basic bookkeeping tasks such as handwriting checks for signature, tracking child attendance for accurate charges, emailing invoices and statements, etc.
- Create job postings and forward responses to appropriate person.
- Post notices in breakroom and by time-clock as needed.
- Distribute payroll checks to staff and obtain signatures.
- Utilize basic software for staff and child information including generating reports, facilitating tracking, data entry, and updating records. Basic software is also utilized when ordering supplies and when sending/receiving communications and updating general staff and child information.
- Assist in TimeClock tracking, recording and reporting for staff.
- Assist with recruitment, clearances, on-boarding, and termination processes, including contacting references for new employees as requested by HR.
- Back-up center Nurse in care for children as needed such as performing temperature checks, administering meds, caring for minor injuries and keeping accurate records.

Job Requirements

Physical

- Lift, carry, push, pull, and move up to 50 pounds.
- Frequently bend, stoop, climb and kneel.
- Sit and stand for extended periods of time interchangeably throughout the day.
- Ability to be incidentally exposed to common childhood illnesses and other common colds/flu/viruses.
- Use Center provided cleaning solutions and products to maintain a clean and sanitary environment for children and staff while performing cleaning tasks.
- Available for shifts that may include any part of operating hours (Monday-Friday 7 AM – 6 PM) and occasional after-hours events, meetings, and trainings.

Credentials

- Attend and participate in Center provided trainings (conducted during work hours) to comply with state regulations for child care professionals.
- Demonstrate scrupulous confidentiality and privacy even in seemingly inconsequential matters, including handling of documents, personal conversation, social media, interoffice communication, and any other topics of information pertaining to CCB, staff, parents and children.
- Able to clearly communicate in English including reading, writing and verbal skills.
- HS Diploma or GED

THE CHILDREN'S CENTER OF BRIGHTON, INC

Front Office Attendant Job Description

Status: Non-Exempt. Full-time. Reports to Business Office Coordinator.

- Adept in Microsoft Office (Excel, Word, Outlook, File Manager, etc)
- Familiar and comfortable with office equipment such as fax machine, copier, and scanner and able to replace toner, trouble shoot connectivity issues, send faxes, process high-volume copy jobs, and efficiently utilize the capabilities of equipment. Troubleshoot malfunctioning equipment and place service calls as needed.
- Able to navigate software systems (CIS, TimeClock, HR Reporting Sites, etc)
- Successfully complete and maintain NYS Medication Administration Training (MAT) certificate.
- Positive and confident demeanor. Able to stay calm and clearheaded when balancing competing priorities.

Pre-Employment

- Documentation of negative TB test and work physical (dated within 1 year of hire date).
- 5 hour training required for Child Care Workers.
- Subject to Criminal History Report, Statewide Central Register Database Check, Fingerprinting, Staff Exclusion List check, and reference check.

Acknowledgement

I have read this job description and understand the job, my designation, and what is expected of me.

Name: _____

Signature: _____ Date: _____