

THE CHILDREN'S CENTER OF BRIGHTON, INC  
**Front Office & Classroom Attendant Job Description**  
*Status: Non-Exempt. Part-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/Classroom 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 persons that may enter the center daily. This role provides dedication and contributions to the classroom experience and is essential in the operation of the center.

### **Essential Functions & Responsibilities**

#### ***Program Support:***

- Provide coverage in classrooms of all age groups and the Special Health Care Unit (SHCU) as needed. Support in classrooms and meeting incidental needs
- When needed, maintain close supervision (in classrooms or in the front office), 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.
- Create and distribute center communication memos to facilitate accurate and timely sharing of information across the center.
- 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.

#### ***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 and forge positive relationship
- 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.

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- Respond to all child-care inquiries submitted recording all pertinent details on Phone Information Sheet. Providing clear answers to questions and following up by mailing informational/ welcome packet, scheduling tours, and tracking flow of correspondence.
- Initiate communication with parents to aid in ensuring required documents are submitted prior to start date (physical, immunization, weblink).
- Sort and distribute incoming mail and prepare outgoing mail.
- Update the Front Board daily to display welcomes and celebratory milestones for visitors, staff, and children.

***Business Office Support:***

- Assisting in maintaining internal appointment calendar utilizing collaboration and planning required for smooth operation of front office. Prepare needed paperwork and provide it to appropriate person.
- 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 Front Office areas are tidy, organized, sanitized, presentable, and stocked with necessary items.
- Assist in office tasks and organization procedures
- Post notices in breakroom and by timeclock 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 utilization when ordering supplies and sending/receiving communications and updating general staff and child information.
- 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.
- Availability to work Monday-Friday afternoons beginning no later than 2pm and ending at 6pm (schedule has ability to start earlier if needed) 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 childcare professionals.

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- 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
- 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.

<b>Acknowledgement</b>
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I have read this job description and understand the job, my designation, and what is expected of me.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_