



Position: **Front Office Manager: Part-time position**  
Reports to: Director of Operations and Events  
Member of: Staff  
Part-time position: **7:15 am-12noon**  
Part-time Position: **12noon-5:00 pm**  
Salary: \$20/hour, no benefits

### **Manage attendance for faculty, staff, and students and substitute coverage**

- Manage substitute requests and plan for coverage with internal and external substitute teachers.
- Create and distribute daily student attendance reports.
- Record and document absences/late arrivals/early dismissals. Maintain attendance records.
- Manage Time Out/Time Off Calendar and summary reports for HR.

### **Manage Front Office**

- Open the school daily at 7:15 and monitor students in front atrium from 7:15-8 am.
- Greet visitors and represent Willows Academy to guests by answering questions, facilitating appointments, locating personnel, and handling situations as they arise.
- Answer telephone, assist callers, take messages, and transfer to appropriate personnel.
- Monitor visitors entering and exiting the building; responsible for safety and order of building entryway.
- Receive mail and distribute to appropriate mailboxes; receive and sign for deliveries.
- Monitor activity and cleanliness of the atrium. Maintain order before and during school.
- Assist in all school safety drills.
- Assist ill or injured students and adults; prepare incident documentation.
- Manage Marla's lunch - communicating with the school calendar and managing delivery disruption.

### **Administrative & Operations Coordination**

- Work with the Director of Operations to identify and prioritize tasks.
- Post letters on request from teachers, staff, and administration.
- Assist with administrative duties as delegated by Admissions, Development, and Administration.
- Order school supplies and assist with the coordination of school hospitality.



- Empty lost and found receptacles quarterly and display them in the atrium for students to claim lost items. Discard/donate uncollected items.
- Other duties as assigned, such as laundering linens and uniforms from lost and found
- Helping business office.

## Skills & Competencies

- A Bachelor's degree
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Google software working knowledge of Google Suite, Office Suite, Adobe Acrobat Pro, etc., and interest and ability to learn new technology platforms and systems
- Cheerful and calm.
- Patient and charitable communication with families.
- Understand the importance of confidentiality and discretion in a school environment.
- Confident with first aid and emergency response (EpiPen, incident reporting, calling 911).
- Certified (or able to become certified) in CPR and AED.
- Excellent organizational skills with a keen eye for detail, impeccable follow-up skills, and the ability to manage multiple competing priorities
- Professional demeanor, welcoming disposition, sense of humor, and positive attitude
- Strong written and oral communication skills
- Comfortable speaking on the telephone
- Collaborate with colleagues and constituencies from across the school community.
- Commitment to excellence - Perform duties consistently at the highest level possible.
- Contribute positively to the overall morale of those within the institution.

## Qualifications:

- Strong organizational skills
- Polite and friendly demeanor
- Ability to multitask and focus on work with frequent distractions and interruptions.
- Understanding of teenagers and parents.
- Team player: willing to assist in any capacity as needed.

Interested candidates should send a letter of interest and resume to [employment@willowsacademy.org](mailto:employment@willowsacademy.org)