

## **Job Description**

**Reports to:** Childcare Director

**FLSA:** Non-exempt -hourly

### **Work Hours:**

Monday-Friday. Must be flexible to work early morning and/or late evening hours based on the needs of the company.

### **Summary:**

This position requires a professional and friendly receptionist to assist the Director with the reception and administration of the childcare center. The ideal candidate should have receptionist experience and working in a childcare environment.

### **Essential Duties and Responsibilities:**

- Meeting and Greeting parents and children.
- Welcoming perspective families and providing information about the center. Answering the phone, transferring calls, and taking messages.
- Email communication with families, teachers, and Director.
- General account maintenance, file maintenance and data entry.
- Organizing and stock supply room.
- Candidate will be required to sub in classrooms, when needed.
- Knowledge of Child Care Subsidy (CCS) program -Purchase of Care.
- Other duties as assigned by supervisor.

### **Qualifications / Skills:**

- Ability to work in a fast-paced environment.
- Clear and pleasant speaking voice.
- Strong customer service, communication, and interpersonal skills.
- Moderate computer and writing skills, i.e., Microsoft 360 and Excel.
- Ability to multitask.
- Candidates must have at least one year of childcare experience.
- Candidates must have a high school diploma or GED.
- Operating common office equipment.
- Infant and toddler CPR.

**Education, Experience, and Licensing, and Other Position Requirements:**

- At least 18 years of age with 2 years driving experience.
- Pass State/Federal background check.
- Negative results on pre-employment and random drug/alcohol tests.
- Must maintain a valid driver's license with no more than 4 points.
- Must maintain State and Agency required mandated training.
- Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.
- Childcare Continuing Education trainings.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Teamwork** - Exhibits objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

**Computer Skills** – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

**Customer Service** – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

**Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Interpersonal Skills** - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Oral and Written Communication** - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel *-frequently*
- Reach with hands and arms; push and pull up to **50** pounds.
- Talk, hear and smell *-frequently*
- Stoop, kneel, or crouch *-frequently*
- Sitting and/or standing. *-frequently*
- Lift and/or move up to **50** pounds. *-frequently*
- Utilize close vision, distance vision, color vision and ability to adjust focus. - *frequently*
- Employee will be exposed to odors, dust, fumes, and noise. *-occasionally*
- Employee will be exposed to outside environmental conditions. *-occasionally*
- Climb stairs. *-occasionally*
- Travel. *-occasionally*

Employees Name \_\_\_\_\_ Date \_\_\_\_\_

Employees Signature \_\_\_\_\_ Date \_\_\_\_\_