



An award-winning EL Education School in Washington, DC

Bilingual Front Office Manager – Afternoon Shift

The Front Office Manager position is critical to the operation of the school and the duties are many and varied. This position is highly visible to parents and the broader community and vital to the success of a positive experience for visitors at Capital City. This position will work Monday – Friday from 11am-7pm.

This is a 12-month position, which is non-exempt and therefore eligible for overtime pay under the provisions of the Fair Labor Standards Act.

This job posting provides a survey of the responsibilities. The full job description can be found on the Capital City website <https://www.ccpcs.org/about/our-staff/join-our-team>

Front Desk:

- Acting as the first point of contact for various visitors to the building including parents, community members, vendors and deliveries.
- Fostering a safe and welcoming environment.
- Answering and routing phone calls during school hours.
- Controlling visitor entry to the building.
- Assisting with the maintenance of accurate student attendance records via our online student information system, sending automated calls to families, and communication with staff.
- Maintaining positive relationships with students and assisting them as needed.
- Support communications with families, including translating written material.
- Generally supporting school operations
- Managing a busy front desk while working closely with the three school office managers
- Maintaining and updating the information and systems in the Front Desk Operation Manual.

Interaction with Students and Parents (Morning and Afternoon)

- Attend to students in need of assistance.
- Reinforce and remind children of school rules.

Support to Spanish-speaking families and community members (Morning and Afternoon)

- Support translation of general notices and materials into Spanish as needed.
- Assist visitors or parents in Spanish as needed.

After School (Afternoon)

- Support after school teachers and staff as needed.
- Maintain accurate records of after school activities schedules and locations.

Mail (Morning and Afternoon)

- Sort incoming mail and delivery to mailboxes in the Teacher Work Room. All mail should be distributed the day it is received.
- Sort incoming faxes and place in appropriate mailboxes. Faxes should be distributed as soon as possible upon receipt, no later than close of business.

Admissions and Registration (Morning and Afternoon)

- Work with other staff to prepare re-enrollment information for families.
- Support new families as needed with the re-enrollment process.

Administrative Support (Morning and Afternoon)

- Keep up to date on the Kids Ride Free Program (Metro) in order to share current information with students and families.
- Collect and record payments for all school initiatives including family campaign, lunch payments, merchandise, donations, PSA, etc. Ensure funds get to the Business office.

Qualifications: Associate's degree required, Bachelor's degree preferred. Strong oral and written communication skills in **English and Spanish** are required. Candidate must be organized, flexible, detail-oriented and able to multi-task. Candidate should be friendly, professional, and comfortable interacting with a variety of people including adults and children. Prior office experience, including familiarity with office systems such as student databases, Microsoft Excel, and word processing is essential. The schedule is 11am-7pm with the possibility of hours shifting earlier or later depending on special events.

Compensation and Benefits: Capital City offers a competitive salary commensurate with experience and a comprehensive benefits package

To Apply: Email your resume and letter of interest to capitalcityjobs@ccpcs.org. Please include the position title in the subject line of your email. Visit our website at www.ccpcs.org for additional information about our organization.

About Our School: Capital City was founded in 2000 and now serves a diverse population of nearly 1,000 students in grades PK-12. In 2012, the entire school relocated to a newly renovated single campus in Ward 4. Capital City has been a model for school reform in the District. The school implements the EL Education model (www.elschools.org). Through this model teachers craft expeditions that incorporate projects, research, fieldwork, and service to support students in meeting rigorous standards. Capital City's program also emphasizes a strong social curriculum, a commitment to diversity, a strong inclusion model and the integration of arts into the curriculum.

Capital City is an equal-opportunity employer. We do not discriminate on the basis of race, color, national origin, marital status, religion, sex, age, sexual orientation, disability, or any other protected status. All employment decisions will be made solely on the basis of the individual's qualifications as related to the requirement of the position being filled.

Addendum:

Job Description:

Bilingual Front Office Manager – Afternoon Shift 11 a.m. - 7 p.m.

The Bilingual Front Office Manager is critical to the operation of the school and the duties are many and varied. This position is highly visible to parents and the broader community and vital to the success of a positive experience for visitors at Capital City. The Front Office Manager reports to the Director of Operations.

This is a 12-month position which is non-exempt and therefore eligible for overtime pay under the provisions of the Fair Labor Standards Act.

Duties and Responsibilities

The Bilingual Front Office Manager will assist in maintaining a safe and inviting school environment for students, staff, families and visitors. The position will include all of the following areas as well as other tasks as assigned.

Reception (Morning and Afternoon)

- Greet visitors to the building and ensure that visitors other than parents, sign in and where a visitor's badge.
- Responsible for maintaining a visitor's log.
- Act as the first point of contact for parents, community members, vendors, etc.
- Answer telephones between 11 a.m. — 7 p.m. Pass on urgent messages.
- Visitors and callers should be made to feel welcome. We envision our school as a caring, learning community and we want visitors and callers to feel this when they enter or call our school.
- Help maintain a safe front entrance environment at all times, ensuring students are directed to the appropriate locations, particularly during inclement weather.
- Communicate with the administration on duty for direction on inclement weather and arrival/dismissal policies.
- Ensure that visitors to the building are properly buzzed-in.
- Direct security as needed for support during high volume times of the day.
- Screen calls in case of an emergency and notify Administrative staff as needed.
- Develop systems for organizing the physical space and operations of the front desk.
- Assume primary responsibility for maintaining front desk systems. Keep the front desk stocked with basic office supplies.
- Instruct other staff on office procedures. Notify staff of changes as needed.
- Support Campus Office Managers in coordinating early dismissals and late arrivals.

Interaction with Students and parents (Morning and Afternoon)

- Attend to students in need of assistance.
- Reinforce and remind children of school rules.
- Attend medication administration training and assist students as necessary in the absence of school nurse.
- Daily lunch monitoring in the cafeteria.
- Support after school teachers and staff as needed.
- Maintain accurate records of after school activities schedules and locations.
- Support dismissal of students from after school activities and after care.
- Support special after school events such as sporting events.
- Work closely with the Director of After School Programs during after school hours.
- Help to ensure that parents feel welcome in our building.
- Communicate with parents about different volunteer opportunities at the school.
- Be aware of school-wide events and calendar.

Support to Spanish-speaking families and community members (Morning and Afternoon)

- Support translation of general notices and materials into Spanish as needed.
- Assist visitors or parents in Spanish as needed.
- Serve as a general resource for Spanish-speaking families.

After School (Afternoon)

- Support after school teachers and staff as needed.
- Maintain accurate records of after school activities schedules and locations.
- Support dismissal of students from after school activities and after care.
- Support special after school events such as sporting events.
- Work closely with the Director of After School Programs during after school hours.

Mail (Morning and Afternoon)

- Sort incoming mail and delivery to mailboxes in the Teacher Work Room. All mail should be distributed the day it is received.
- Sort incoming faxes and place in appropriate mailboxes. Faxes should be distributed as soon as possible upon receipt, no later than close of business.
- Check to see outgoing mail is picked up by postal carrier.
- Prepare mailings as needed.
- Handle all incoming documents and forms to the front desk, enrollment applications, health forms, messages from parents or teachers. Sort and distribute incoming documents to appropriate staff and departments.

Admissions and Registration (Morning and Afternoon)

- Work with other staff to prepare re-enrollment information for families.
- Support new families as needed with the re-enrollment process.
- Have knowledge of the My School DC application process.
- Collect and organize registration information returned by families; note what is missing and follow up with families who have not provided required information.

Administrative Support (Morning and Afternoon)

- Keep up to date on the Kids Ride Free Program (Metro) in order to share current information with students and families.
- Collect and record payments for all school initiatives including family campaign, lunch payments, merchandise, donations, PSA, etc. Ensure funds get to the Business office.
- Support the collection and distribution of FARM applications (meal sign up forms).
- Help maintain student health records. Ensure that files are organized. Respect confidentiality of student records at all times. Student records should not be left out in plain view. File cabinet should be locked every night and when unattended.