



Job Description

Position Title: Administrative Assistant

Employment Schedule: 12 months (hourly)

Overview: Performs administrative duties for school management. Responsibilities may include screening calls, making travel and meeting arrangements, preparing reports and financial data, training and supervising other support staff, and customer relations. Requires strong computer and internet research skills. Also calls for flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors. The Administrative Assistant will also provide telephone and email coverage for inquiries and greet all visitors to the school.

Job Requirements:

- Associate's degree from an accredited institution or sufficient experience in a similar position.
- Bilingual preferred
- 2+ years of experience with MS Office Products
- Flexibility with hourly shift schedule

Duties and Responsibilities:

- Provide customer service for stakeholders.
- Be proactive in communications with stakeholders via telephone, email, or regular mail.
- Provide phone coverage to support all school inquiries.
- Greet and assist all visitors to the school.
- Provide guidance and direction to parents on school policies and events.
- Provide support, through phone and email, to school based administration, staff, teachers and parent inquiries.
- Participate in telephone recruitment and reach-out campaigns to ensure enrollment goals.
- Support fulfillment of enrollment goals and admission process.
- Assist with mailings, distribution of information, collection of registration materials, updating of records.
- Establish good interpersonal relationships with local school district.
- Act as community liaison.
- Ensure adherence to good safety procedures.



- Perform other duties as delegated by Supervisor.
- Follow federal and state laws, as well as company policy.

Skills and Knowledge:

- Demonstrates excellent communication skills including oral presentations, written skills, active listening skills and ability to negotiating and influence; great phone etiquette.
- Demonstrates enthusiasm and commitment toward the job and the mission of the school.
- Establishes excellent interpersonal skills between all constituents: being courteous, professional and, helpful; demonstrates high level of interpersonal skills to handle sensitive and confidential situations.
- Ability to organize and manage multiple priorities.
- Ability to be at work consistently, to arrive on time, to follow instructions, to respond to management direction and solicit feedback to improve performance.
- Problem analysis and problem resolution at both a strategic and functional level.
- Looks for ways to improve and promote quality and demonstrates accuracy and thoroughness. Strives to research, evaluate and implement best practices.
- Strong customer orientation
- Strong track record for analyzing complex problems/issues, identifying patterns and recommending creative solutions.
- Proactive and takes initiative. Thinks creatively. Drives projects to completion. Insists on highest level of quality.