



Front Office Manager

Position Summary

The Front Office Manager serves as an important first point of contact for students, families, faculty, staff, and visitors, helping to create a warm, welcoming, professional, and well-organized school environment. This role supports the day-to-day administrative and operational needs of the school, including attendance, student records, communication, scheduling, and front-office operations.

Working closely with the Principal and administrative team, the Front Office Manager helps ensure that school operations run smoothly and that students and families receive timely, professional, and compassionate support. The ideal candidate is organized, dependable, flexible, detail-oriented, and service-minded, with an appreciation for and willingness to support the Catholic mission and values of Our Lady of Perpetual Help School.

Position Qualifications and Skills

- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple responsibilities and priorities simultaneously.
- Strong attention to detail and accuracy.
- Ability to remain calm, patient, positive, and professional in a fast-paced environment.
- Good judgment and discretion when handling confidential student and family information.
- Dependability, flexibility, and willingness to assist wherever needed.
- Ability to work effectively with children, parents, faculty, staff, and visitors.
- Comfort with technology and the ability to learn new systems quickly.
- Proactive, problem-solving approach.
- Genuine commitment to customer service and hospitality.
- Appreciation for Catholic education and the mission and values of Our Lady of Perpetual Help School.

Preferred:

- Bilingual in Spanish.
- Previous experience in a school, childcare, parish, nonprofit, or administrative setting.
- Experience working with student information systems and school communication platforms.
- Familiarity with Catholic schools or parish environments.

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Position Responsibilities

- Serve as a warm, welcoming, and professional first point of contact for students, families, faculty, staff, and visitors.
- Answer and direct phone calls, respond to emails and messages, and greet visitors.
- Create a positive and hospitable front-office environment that reflects the mission and values of OLPH.
- Assist students and families with questions, needs, and routine school matters.
- Maintain confidentiality and exercise good judgment when handling sensitive student and family information.
- Help maintain a safe and orderly front-office environment and follow school safety and visitor procedures.
- Manage daily student attendance records and ensure attendance information is accurate and up to date.
- Monitor absences and tardies and communicate with parents/guardians as needed.
- Contact families regarding attendance, student needs, and other routine school matters.
- Maintain accurate student records and assist with required documentation.
- Coordinate communication regarding student arrivals, dismissals, early checkouts, lunch counts, and other changes to the school day.
- Coordinate multiple calendars and schedules for administrators, faculty, staff, meetings, events, and school activities.
- Assist with scheduling meetings, appointments, conferences, and other school events.
- Communicate schedule changes and important information to appropriate members of the school community.
- Utilize school communication systems to provide professional, timely, and accurate information to families and staff.
- Provide administrative support to the Principal, administrative team, and faculty as needed.
- Assist with forms, records, reports, mail, documents, and other office responsibilities.
- Maintain awareness of school events, meetings, Masses, student activities, and other school operations.
- Maintain organized electronic and physical filing systems.
- Assist with purchasing, supplies, and other routine office needs.
- Support the coordination and communication of school events and activities.
- Be willing to step into a variety of responsibilities as school needs arise.
- Perform other duties as assigned by the Principal or administrative team.



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Technology & Systems

The Front Office Manager will utilize a variety of technology platforms, including:

- **FACTS** – student information, attendance, family, and school-related records.
- **Google Workspace** – Gmail, Google Drive, Docs, Sheets, Calendar, and related tools.
- **TeamSnap** – athletics and activity communication and scheduling.
- **Text Request** – school and family communication.
- **Canva** – basic creation and editing of school communications and materials.

Personal Characteristics

- Warm, friendly, and welcoming.
- Highly organized and dependable.
- Patient, calm, and professional.
- Trustworthy and discreet.
- Flexible and willing to assist wherever needed.
- Collaborative and service-oriented.
- Proactive and solution-focused.
- Comfortable working in a busy, student-centered environment.
- Committed to creating a positive experience for students and families.

Catholic Mission & School Culture

The Front Office Manager plays an important role in creating a school culture rooted in faith, kindness, respect, service, and community. Every interaction with a student, parent, family, faculty member, staff member, or visitor is an opportunity to reflect the mission and values of OLPH. The successful candidate will understand that the front office is not only an administrative hub, but also an important part of the school's ministry and hospitality.

Why Work at OLPH?

Our Lady of Perpetual Help is committed to fostering each student's relationship with God, self, and others through spiritual, intellectual, social, and physical growth. We strive for academic excellence, encourage the use of God-given talents in service to others, and prepare students to live faithfully and confidently in an ever-changing world.

To Apply for this Position

Submit resume with cover letter to Dr. Caroline Flynn at cflynn@myolph.com

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