



FRONT DESK MANAGER — JOB DESCRIPTION

ESSENTIAL RESPONSIBILITIES

Opening Procedures & Building Readiness

- Arrive at 6:00 AM and complete a full building walkthrough.
- Use the master key to unlock and allow entry into all classrooms.
- Ensure all exterior doors are locked and secured from the night before.
- Turn on lights, prepare the front desk area, and ensure the building is ready for staff and child arrival.
- Check all bulletin boards and family communication boards for accuracy, outdated items, and needed updates.
- Ensure daily menus, reminders, and classroom room numbers are posted clearly for families.

Front Desk Operations & Customer Service

- Answer all external and internal phone calls promptly and professionally.
- Greet parents, staff, children, and visitors warmly and respectfully.
- Maintain a calm, organized, and welcoming front-entry environment.
- Maintain the Family Communication Board, ensuring daily updates, announcements, menus, and reminders are posted neatly and accurately.

Secure Building Access

- Monitor the secure entrance and allow access to the center when appropriate.
- Use the entry-release button for parents who forget key cards, ensuring identity verification and safety.
- Manage and document all visitors according to center procedures.

Communication, Documentation & Paperwork Management

- Communicate updates, messages, phone calls, and student absences to classroom teachers in a timely manner.
- Record all relevant information in the center's communication documents to ensure accuracy and continuity.
- Manage paperwork requiring signatures (incident reports, attendance corrections, parent forms, etc.) and ensure it is routed to the correct staff member.



- Deliver messages, signed documents, and updates to the administrative team promptly upon receipt.
- Answer walkie-talkie communication and relay information clearly and professionally.
- Maintain daily communication with the kitchen, including confirming classroom room numbers, dietary notes, meal counts, and any changes that impact food service.
- Ensure the kitchen receives timely updates regarding classroom movement, field trips, or staffing changes that affect meal delivery.

Operational Support, Ratio Monitoring & Movement Coordination

- Monitor Procure throughout the day for ratio overages or staffing needs.
- Support the movement of children or staff to maintain OCFS ratio compliance.
- Assist with the coming and going of classrooms during outdoor play, walks, or transitions in and out of the building.
- Provide classrooms with walkie-talkies, keys, and any necessary materials for safe and successful trips outside.
- Assist with child transport, including bussed children and county transports, ensuring safe and organized transitions.
- Update bulletin boards with classroom changes, staffing adjustments, and daily operational notes as directed by administration.

Safety & Emergency Preparedness

- Maintain awareness of all emergency procedures and respond with a calm, steady demeanor.
- Assist with fire drills, ensuring smooth execution and accurate headcounts.
- Support emergency communication between classrooms and administration.
- Ensure emergency postings, evacuation maps, and safety reminders on bulletin boards remain current and compliant.

Administrative Assistance

- Assist the Director and Assistant Director with daily tasks, including:
 - Filing
 - Communication follow-ups
 - Organizing materials
 - Preparing documents
 - Managing paperwork flow
 - Other operational needs as assigned
- Support the upkeep of administrative bulletin boards, ensuring staff notices, schedules, and updates are posted accurately.



Staff Support

- Provide bathroom break coverage and occasional lunch break coverage for classroom staff when needed.
- Maintain professionalism and confidentiality at all times.

PHYSICAL REQUIREMENTS

- Ability to sit, stand, walk, bend, and lift up to 20 lbs occasionally.
- Ability to respond quickly to front-entry needs and safety concerns.

PROFESSIONAL EXPECTATIONS

- Demonstrate warmth, professionalism, and sound judgment.
- Maintain confidentiality and uphold CCDP/OCP policies.
- Communicate clearly and respectfully with families, staff, and leadership.
- Support a positive, collaborative workplace culture.
- Maintain organized, visually appealing bulletin boards and communication spaces that reflect the professionalism of the center.

EVALUATION SCHEDULE

Performance evaluations will be conducted at the following intervals to assess progress, provide feedback, and determine eligibility for performance-based raises:

- 1 Month: Initial review and onboarding check-in
- 3 Months: Early performance evaluation and goal alignment
- 6 Months: Mid-year evaluation and development review
- 1 Year: Annual performance evaluation and consideration for merit-based raise

Performance raises are commensurate with demonstrated performance, professionalism, reliability, and contribution to the success of the center.



Employee Acknowledgment

I acknowledge that I have received, read, and understand the *Front Desk Manager Job Description* for *Our Children's Place*.

I understand that this document outlines the general responsibilities, expectations, and qualifications for my position and may be updated as needed to reflect program or regulatory changes.

I agree to perform my duties in accordance with CCDP/OCP policies, procedures, and professional standards.

I understand that my employment is **at-will**, meaning the organization or I may terminate employment at any time, with or without cause or notice.

This job description does not constitute a contract of employment.

Performance raises are commensurate with demonstrated performance, professionalism, reliability, and contribution to the success of the center.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Director Name: _____

Director Signature: _____ **Date:** _____

CC: Employee and Human Resources