

Office Manager

*Minimum Requirements: Bachelor's degree; supervision and office experience

The office manager's primary responsibility is to assist the site director in all aspects of the day-to-day operation of the site's main office, including bookkeeping. The office manager is the central figure in providing the friendly, organized, and professional office environment that is necessary for everyone else to do their jobs successfully. The office manager supervises one or more general assistants (GAs) who provide logistical support to the office manager and run errands on and off campus. Additionally, this position is customer service oriented, as office managers are often the first point of contact for staff, students, parents, and the host institution. The office manager may need to spend additional time outside of core work hours in the evenings and on weekends as necessary to complete paperwork and other administrative tasks. In addition, the office manager may need to arrive earlier and/or depart later to assist with the before- and after-care program.

Sample Daily Schedule

Here's what a day in the life of an Office Manager looks like. Exact schedules will vary from site to site.

Core work hours for day site positions are Monday-Friday 8 a.m.-4:30 p.m., but these may vary depending on the specific site schedule. All staff members are required to work student check-in day on the weekend immediately prior to the start of each session.

Administrative roles may be required to work the Saturday at the end of the session, as needed. Administrators also rotate before and after-care coverage during the session from 7:30-8 a.m. and 4:30-5:45 p.m.

At day sites that operate two sessions, administrators will be required to work the weekend between the two sessions, as needed.

Morning

- Work Before Care one day per week beginning at 7:30 a.m.
- Staff the front desk, checking phone and email messages and answering phones throughout the day
- Verify student attendance
- Organize supply runs and check in with the general assistants
- Upload receipts and manage bookkeeping

Afternoon

- Eat lunch
- Attend the daily administrative team meeting
- Continue working the front desk as you take care of emails, calls, receipts and any other paperwork

- Assign projects to the general assistant such as the student newsletter
- Work After Care one day a week until 5:45 p.m.