



Rochester Childfirst Network

SERVING CHILDREN SINCE 1857

Job Description

Job Title: Secretary

Reports to: Site Director – South Ave

FLSA Status: Non-Exempt

Summary: The Secretary is responsible for providing an exceptional customer experience to all families and children who attend RCN and demonstrates expected behaviors with co-workers, vendors, visitors, or members of the public who communicate with the agency through any form, in a pleasing and professional manner. The Secretary is responsible for the management of child attendance and front office organization. He/She is responsible assisting the Site Director, Enrollment & Parent Engagement Specialist on a regular basis. This position may assist other Directors/Managers of RCN on an as needed basis dependent upon time management.

Duties and Responsibilities include the following, but are not limited to.

- 1) Provide helpful customer service in a pleasant manner to our parents, staff and visitors of RCN by proactively addressing questions and/or issues in a positive, respectful and friendly manner.
- 2) Consistently present a warm and welcoming image to all parents, children and visitors of RCN.
- 3) Maintain current & accurate visitor logs for front and back entrances.
- 4) Ensure proper phone coverage throughout the day. Ensuring coverage in your absence by communicating necessity with your supervisor or appropriate office staff in your supervisors' absence.
- 5) Collect and enter attendance information into Procure* and COMET while ensuring 100% compliance with all regulatory bodies.
- 6) Maintain and distribute OCFS regulated attendance sheets to all classrooms.
- 7) Alert Enrollment Specialist, Site Director and appropriate Director of enrollment issues.
- 8) Maintain an adequate supply of bus passes for the EPK/UPK families, while maintaining a distribution log
- 9) Maintain adequate supply of employment applications.
- 10) Ensure medications are administered by MAT standards, on time and recorded accurately per RCN, OCFS and DOH regulations.
- 11) Ensure messages are delivered to staff in a timely manner.
- 12) When asked by staff, make phone calls to parents and log call into log book.
- 13) Coordinate and complete laminating projects by indicated due date.
- 14) Provide back up for scheduling issues that may arise unexpectedly to ensure proper coverage for classrooms to ratio.
- 15) Provide coverage in classrooms when needed to ensure required ratio coverage.
- 16) Produce and distribute parent notices and other mass mailings to RCN families, friends, and staff in a timely manner.
- 17) Maintain sufficient office supplies to support office operations. Retain supply purchase log for historical review.
- 18) Collect office supply requests and work with purchasing department to ensure accurate and timely ordering.
- 19) Maintain relevant and proper signage and informational materials throughout the building.
- 20) Collect tuition payments in the absence of the finance staff, placing payments with receipt in the lock box immediately after receiving funds.
- 21) Timely processing of daily incoming and outgoing mail.
- 22) Document receipt of incoming checks that either arrive via mail or development department into both the excel spreadsheet and the log binder.
- 23) Scan and email received checks to appropriate staff.

*Essential Function

- 24) Provide checks & log binder to Finance Dept. for acknowledgement and processing.
- 25) Daily office filing.
- 26) Ensure that postage is properly funded, running the replenishment report and providing it with the purchase requisition completed to finance.
- 27) Accept and sort donations of toys, clothing, etc. Provide donor a receipt stating that the goods were received by RCN and the date. If the donor is requesting a monetary receipt tell them that a receipt will be mailed to them from the development dept. Notify the development dept. to process this request.
- 28) Assist Enrollment & Parent Engagement Specialist with Parent Engagement activities and coordination as requested.
- 29) Assisting families with login and out of their children in ProCare. Maintain an active list of families not utilizing this feature.
- 30) Immediate communication of urgent matters concerning OCFS, DOH & other licensing & accreditation bodies to all Directors/Managers.
- 31) Escalate all complaints or other immediate or unusual issues to the Site Director or Engagement Specialist in the absence of the Site Director.
- 32) Maintains knowledge of various community service agencies that provide support to RCN children and families.
- 33) Provide daily report to the Site Director prior to leaving at end of shift ensuring regular, open dialogue regarding daily activities.
- 34) Check and respond to emails. Retrieve/forward messages in the general mailbox to the appropriate staff.
- 35) Other duties as assigned

Supervisory Responsibilities:

May supervise front office volunteers or WEP workers in conjunction with Human Resources Manager in accordance with the organization's policies and applicable laws.

Qualifications:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret common reports and documents. Ability to discern and respond to common inquiries or complaints, referring individual to appropriate staff. Ability to effectively present information to middle management and co-workers in a professional manner.

Math Ability:

Ability to apply basic mathematical concepts for analysis.

Reasoning Ability:

Ability to make basic-to-intermediate sound judgement-based decisions when necessary. Differentiate when to ask for assistance with tasks, complex decisions or decisions that fall outside the realm of authority for the Secretary position.

Computer Skills:

To perform this job successfully, an individual must have knowledge of Microsoft Word, Excel, Publisher, Outlook, and Internet. ProCare experience preferred but not required.

Education/Experience:

Minimum High School Diploma plus two years of customer service/office experience.

Knowledge, Skills, and Other Abilities:

- Time management skills
- Oral and written communication skills

*Essential Function

- Professionalism
- Sound, Judgement-based decision making
- Diplomacy
- Planning skills
- Interpersonal skills

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate.

I have reviewed the above position description with my supervisor and understand this to be a guideline for my current job duties. I understand that management retains the discretion to add or change duties in my position at any time. This position description will be used in evaluating my job performance.

Employee Signature Date

Supervisor Signature Date