



Monarch School Project Front Office Coordinator

Monarch School Overview

Monarch School Project nurtures resilience in unhoused youth and their families. We empower students to influence their own growth in the areas of academic success and social emotional learning and we reinforce the existing strength of families so that students can thrive in school and in life. Monarch School is a K-12 public school providing more than 300 students daily with a WASC-accredited education, mental health support, social engagement opportunities, college and career preparation as well as basic necessities. Monarch School is a public-private partnership between the San Diego County Office of Education and the nonprofit, Monarch School Project (MSP), a 501(3) corporation. For more information, please visit www.monarchschoools.org.

Position Summary

The Front Office Coordinator is the face and voice of the visitor's first experience as they enter our school. This impactful position is responsible for overall front desk activities and creating a welcoming and safe environment for all who visit. In this role, the Front Office Coordinator will be administrative in nature; however, critical customer service skills will be required to manage and maneuver through the day-to-day interruptions, and fluctuating priorities and projects that will arise.

Reporting Relationship

The Front Office Coordinator reports directly to the Operations & Human Resources Manager. The Front Office Coordinator will work closely with other team members, staff, board members, students, families, and external stakeholders.

Supervisory Responsibilities

The incumbent in this position will not have any supervisory responsibilities.

Position Responsibilities and General Responsibilities

The incumbent in this position will perform the following duties and responsibilities along with other duties that may be assigned:

Position Responsibilities

- Welcomes Monarch visitors (donors, parents, students, community partners and volunteers) cordially, determines the nature of business, directs and announces visitors to appropriate personnel/department, and ensures they sign in.
- Excellent oral and written communication skills: including the ability to speak and write effectively and to analyze, edit, review and interpret complex material.

- Exceptional Customer service skills.
- Proven ability to handle confidential information.
- Proficient with MS Office Suite, including Word, Excel, and Outlook.
- Thorough knowledge of modern office equipment, including multi-phone lines systems, copiers, scanners, etc.
- Thorough knowledge of administrative practices and procedures.
- Thorough knowledge of modern office principles, procedures and techniques and their adaptation.
- Ability to maintain cooperative working relationships with other departments and organizations;
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines the purpose of callers, and forwards calls to appropriate staff; respond to administrative requests from MSP employees and visitors.
- Takes and delivers messages or transfers calls to voicemail when appropriate personnel are unavailable.
- Coordinates laundry and shower schedules for students and parents.
- Creates and prints memos, correspondence, reports, and other documents when necessary.
- Maintains and updates student photo release information, emergency cards and student contact list.
- Creates and distributes school flyers as necessary.
- Sorts and distributes incoming mail; assists with organization and distribution of incoming packages.
- Works to keep the atrium clear of alumni, parents and students during regular school hours.
- Provides parent transportation day passes as needed.
- Provides written and oral Spanish translation for students, parents and staff as needed.
- First notification to first responders i.e. Ambulance, paramedics, fire, and police.
- Possess a detail-oriented mindset and talent for meticulous administration of tasks.
- Consistently maintain exemplary interpersonal relations.
- Ability to work in a fast-paced environment and maintain a sense of urgency, remaining calm under pressure.
- Performs other clerical duties as needed, such as filing, photocopying, and collating, and administrative projects as assigned.
- Creates and updates monthly school wide activity calendars along with monthly parent/caretaker calendar.
- Implements proper health screens to all visitors entering the front door.

General Responsibilities

- Exemplify Monarch's Core Values of Community, Relationships, Strength and Healing
- Serve as a role model to students by setting the highest standards of professional and personal conduct, honesty, integrity and ethical behavior and ensuring that "Students Come First" at all times
- Protect students' rights, safety, health, privacy, welfare and best interests at all times
- Know available resources at Monarch and refer students to appropriate staff for additional support
- Participate in professional development
- Perform other duties and projects as assigned

Education and Experience

- High school diploma is required.
- 2 years of related experience is preferred.
- Spanish bilingual required.

Preferred Skills

- Spanish bilingual required.
- Good verbal and written communication skills, including the ability to write easily and quickly, in a lively and compelling style appropriate to the intended audience.
- Outstanding interpersonal skills; graciousness, warmth, and a sense of humor are essential, as this position requires significant interaction with all staff, vendors, families and visitors.
- Successful management of a high-volume reception area.
- Strong service mindset, high-energy, innovative thinking and creative problem solving.
- Professional demeanor, able to handle confidential information, calm presence.

Certificates and Licenses

A valid California driver's license is required.

COVID-19

Monarch School Project employees must be fully vaccinated against COVID-19 and provide proof thereof, or receive an HR-approved medical or religious exemption. You are required to comply with the vaccination documentation requirements as soon as practicable and as a condition of employment. If you wish to be considered for a medical or religious exemption, you are expected to request an exemption in writing by emailing HR@monarchschoools.org as soon as possible.

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.

Equal Opportunity Employment:

Monarch School Project is committed to non-discriminatory hiring practices that are focused on equity and inclusion and that balance experience and education as qualifications. MSP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, genetics, national origin, protected veteran status, disability status, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Job Status and Compensation

This is a full-time, permanent, hourly position with pay starting at \$20.00 - \$22.00 per hour.

Benefits include PTO starting at three weeks per year, eight paid holidays, five weeks of paid school breaks per year, Medical, Dental, Vision, and Life insurances funded by Monarch, FSA with employer contribution, 401(k)

with 100% match of up to 6% of salary, Employee Assistance Program (EAP), parking and transportation reimbursement, and a \$2400 per year Education Supplement Benefit that can be used for tuition reimbursement, student loan reimbursement or 529 College Savings Plans.

Application Process

Interested candidates should email a resume, cover letter, and one letter of recommendation to HR@monarchschoools.org with “**Front office Coordinator**” in the subject line. This position will remain open until filled.