



Front Office Clerk (2019-2020)

Austin Achieve Public Schools is an open-enrollment public charter school with the mission to prepare the youth of East Austin to attend and excel at the nation's top colleges and universities. For more information, please visit www.austinachieve.org.

DUTIES & RESPONSIBILITIES:

The Front Office Clerk is the face of Austin Achieve and the first point of contact for scholars, parents, staff, and visitors. The ideal candidate for this role is a “people person” who can juggle many simultaneous tasks while exuding patience and maintaining a calm and professional demeanor. This individual is resourceful, able to think quickly, and problem-solve on the fly. Above all, the Front Office Clerk exemplifies a relentless commitment to supporting our scholars no matter the obstacles. This position will have a variety of responsibilities, including but not limited to:

- Creates a welcoming, neat, and organized office environment and functions as the primary contact for all of the school's stakeholders
- Builds relationships with and facilitates communication between families, teachers, and school staff
- Supports attendance reporting with daily phone calls home for absent scholars
- Welcomes parents and visitors, maintain accurate visitor logs and responds to visitor and parent requests as appropriate
- Manages phones (answering calls, redirecting calls, taking messages, placing calls, creating school announcements, etc.) and ensures an optimal level of service to students, parents, and community stakeholders
- Supports with tracking scholar tardy arrivals and early dismissals, collecting doctor's notes where applicable
- Assists in scheduling parent meetings with Campus Leadership and/or instructional staff
- Supports with the collection and tracking of payments for uniforms, IT damages, lots/damaged books, etc.
- Receives and distributes daily mail deliveries and packages
- Supports the translation of family communications and parent meetings
- Supports day-to-day scholar transportation messaging for late buses or busing changes
- Assists in scholar enrollments/withdrawals throughout the year



QUALIFICATIONS:

- Spanish fluency required
- Excellent communication skills
- Basic computer proficiency, including Microsoft Word/Google Docs, Microsoft Excel/Google Sheets, and Microsoft PowerPoint/Google Slides. Experience with G Suite is a plus
- Experience working in an education setting is a plus

COMPETENCIES:

- Unwavering commitment to AAPS mission, scholars, families, and community
- Willingness to work autonomously, collaboratively, and/or under the direction of senior staff (as needed)
- Flexibility and ability to multitask; can work within an ambiguous, fast-moving environment
- Acute attention to detail coupled with the ability to think and act strategically
- Desire to continuously learn and increase effectiveness as a professional
- Willingness to go above and beyond to meet the needs of AAPS scholars

STATEMENT OF NON-DISCRIMINATION:

In keeping with our beliefs and goals, no employee or applicant will face discrimination/ harassment based on race, color, ancestry, national origin, religion, age, gender, marital/ domestic partner status, sexual orientation, gender identity, disability status, or veteran status. People of diverse backgrounds are strongly encouraged to apply.

**Please note that this job offer is contingent on passing a background check.*