

**POSITION DESCRIPTION  
Front Desk Associate**



**Job Summary**

Responsible to welcome families and visitors in person or on the phone and provide proficient and confidential secretarial, clerical and administrative support to the administrative team of the JRC Learning Center. Responsible for either daily opening operations or closing operations at the Center in accordance with the agency policies, ODJFS Licensing Rules, and Step Up to Quality Standards.

**Responsibilities and Duties**

Duties may include, but are not limited to the following:

- Assist parents and authorized pick-ups in clocking children in or out of the center using the Ohio ECC System and ProCare Time Clock.
- Assist in serving as a liaison with parents and staff to provide general support and information as needed.
- Assist in serving as a liaison with parents and staff to provide support and information in accordance with our communicable disease policy.
- Maintain sensitive and confidential records and reports.
- Answer multi-line phone system, take and route accurate messages.
- Data entry and management of client information on ProCare system using judgement as to content, accuracy, and completeness.
- Operate copy and fax machine, printer and computer system.
- Provide support to administrative staff.
- Work on special projects as assigned.
- Handle emergency situations professionally, prudently and calmly.
- Assure all required documentation and record keeping is completed in a timely manner and records are maintained appropriately.
- Attend general staff and administrative meetings.
- Ensure that all daily opening or closing routines are followed properly.
- Perform other duties as assigned.

**Competencies**

- Professional
- Outgoing personality
- Friendly, effective verbal skills.
- Keen listening skills
- Detailed and Organized
- Strong Writing Skills
- Computer literate
- Proficient knowledge in Microsoft Word, Excel and Outlook

X \_\_\_\_\_  
**Employee Name (please print)**

X \_\_\_\_\_  
**Employee Signature** **Date**

X \_\_\_\_\_  
**Learning Center Director** **Date**

**JRC Learning Center**

2213-14th Street NE  
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**www.JRCcares.org**



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