



THE MISSION PREPARATORY SCHOOL

every child. every minute. every day

Office Communications and Support (OCS) Role Job Description

The Mission Preparatory School, a TK-8, college-preparatory, tuition-free, public charter school in San Francisco's Mission District, is accepting applications for an Office Communications and Support (OCS) role for the 2020-21 school year.

Our Mission

The Mission Preparatory School equips TK-8 students with the knowledge, skills, and strength of character needed to succeed in college and serve as leaders in their communities. Our commitment to college preparation is supported by a "whatever-it-takes" approach that maintains the highest expectations and accountability across the board, from leadership, to teachers, to students.

Our Background

Mission Prep was founded by a diverse group of Bay Area leaders from a variety of sectors who share a commitment to expanding educational opportunity, particularly for children growing up in low-income communities who lack access to high-performing schools. Awarded a charter by the California State Board of Education in September 2010, Mission Prep opened with 50 Kindergarten students in August 2011, earned charter renewal from SFUSD in 2015, and continues to grow by one grade per year through 8th grade.

Our School

The Mission Preparatory School's design is based on the core characteristics common to the highest-performing urban charter schools in the country. We integrate academic rigor, structured school and classroom environments, social-emotional learning principles, and individualized support to ensure college preparation and leadership development for all students. Mission Prep operates with an extended school day (7:40am-4:00pm), extended school year (190 days), and extensive professional development support for teachers, including 28 full days throughout the year and 2 hours every Wednesday afternoon.

Our Results

On the California Smarter Balanced Assessments, Mission Prep students exceeded state and district averages in ELA and Math, making us the top-performing school for Latino students in San Francisco and earning a 10 (out of 10) Similar Schools rating. We are committed to continuing to improve our instructional program and educational practice in order to ensure Mission Prep students achieve ambitious academic goals and complete 8th grade prepared to access and succeed in college-preparatory high schools and higher education.

Our Team

The Mission Preparatory School seeks Teaching Assistants who share our commitment to high expectations for every child and who will do all that it takes to put each Mission Prep student on the path to college. Everyone on our team works hard, works together, and takes ownership for the overall success of our students and school.

We are looking for a skilled **Office Communications and Support Role (OCS)** to engage parents and families on a deeper level at Mission Preparatory. The OCS would work collaboratively with the Office Coordinator (OC) to ensure Front Office Goals are met for the year. The OCS would also utilize key skills, including translation, written communication, verbal communication, and messaging tools to communicate information to families and ensure that strong communication structures meet our school's strategic goals. The OCS will be managed by the Business and Operations Manager (BOM), and will at times consult with the Executive Director, School Director, and Admin Team Members to course correct. The OCS will provide key support in the Front Office with a variety of day-to-day office and clerical tasks that meet the needs of teaching staff, students, and families. The OCS will work from the Front Office, assisting with arrival and dismissal, general communication, and support the Office Coordinator as needed. The OCS will have key administrative tasks in the office, including making copies, preparing notices, and receiving phone calls. The OCS will utilize phenomenal communication skills to engage others in the community and broaden the impact of the mission, vision, and goals of Mission Preparatory.

Responsibilities

- Meet as needed with the BOM to progress monitor work towards achieving goals
- Work collaboratively with the Office Coordinator to ensure fluid Front Office operations
- Support the Admin Team as needed with executing operations fluidly
- Serve on the Admin Team and attend meetings, completing action steps from meetings
- Serve as a parent liaison with communication structures (i.e. attendance notices, calendars)
- Create communication structures as needed (i.e. notices, updates, reminders)
- Support with event preparation and execution for Family Engagement Events (FACs, Book Fairs, etc.) and events as needed throughout the school year as per our Culture Calendar
- Follow office workflow procedures to ensure maximum efficiency
- Maintain files and records with effective filing systems
- Support other teams with various administrative tasks
- Greet and assist visitors when they arrive at the office
- Monitor and organize office supply inventory
- Ensure customer service is provided for all visitors to the office
- Help keep Front Office clean, tidy, and organized
- Translate written communications and translate as needed for in person communication (i.e. Parent Teacher Conferences)

Requirements

- Mandatory bilingual English/Spanish capabilities
- Experience engaging a broad community for a mission driven cause
- Proven experience as office coordinator or in a similar role
- Experience in customer service will be a plus
- Knowledge of basic office management systems and procedures
- Demonstrate knowledge of the Google Apps suite, including Drive, Docs, Sheets, and Slides
- Working knowledge of office equipment (e.g. scanner, copier)
- Excellent communication and interpersonal skills
- Organized with the ability to prioritize and multitask
- Reliable with patience and professionalism
- Capacity to interact positively and respectfully with students, administrators, co-workers, parents and community

Hours:

7:30am-4:30pm Monday - Friday (on school days)

Support at occasional events throughout the year during evenings and weekends

Compensation:

\$45,000-\$55,000 annually + benefits

To Apply:

Reply to this post or email cjauregui@missionpreparatory.org with your resume and cover letter.

Responsibilities

- Supervises and manages Altura Prep Front Office
- Creates and maintains student enrollment records and files
- Maintains attendance records, monitors attendance, and ensures school meets annual attendance goals**
- Coordinates transportation and field trip needs**
- Supports preparation of documents for charter school reporting
- Supervises Office Clerks and/or school volunteers
- Ensures that phones are answered and visitors are greeted in a positive and welcoming manner
- Monitors visitor and volunteer permissions into the school**
- Coordinates preparation and copying of materials for parents and families**
- Mails and distributes post
- Inventories and maintains updated list of school property and materials (over \$100) to ensure insurance coverage is accurate
- Manages school reporting and compliance through PowerSchool
- Maintains accurate records and reporting for National School Lunch Program
- Manages school Health Assistant policies and procedures and ensures compliance
- Manages school purchasing and is school point of contact for all vendors
- Ensures accurate translation of all school materials sent to families
- Supports School Business Manager with coding and accounting to ensure compliance with GAP
- Facilitates logistical planning for a variety of school events (including Family Nights, Coffee with the School Directors, Community Meetings, Field Trips), and is in attendance to support event logistics**
- Supports School Directors with staff and student scheduling and supervision of activities**
- Creates and maintains systems to ensure tasks are completed in a timely, effective, and student-focused manner
- Supports all school staff through maintaining high expectations of self, team, and students
- Reports to School Directors

Required

- Mission-driven, organized, and customer service focused**
- Community engagement and school-based experience**
- Prior experience in an administrative assistant position
- Demonstrated organizational and writing skills
- Demonstrated ability to relate well to adults and children
- Knowledge of and proficiency in computer – based programs, Word, Excel, and Outlook/Calendar
- Excellent trouble-shooting, communication, and customer-service skills**
- Exhibits a professional image and presence when making oral and written presentations**
- Successful completion of background check

Preferred

- Student Recruitment experience**
- Bilingual (Spanish)**

Job Description

At Rocketship Public Schools, we believe in the infinite possibility of human potential. We believe that every student deserves the right to dream, to discover, and to develop their unique potential. And it is our responsibility and our privilege to unleash the potential inside every Rocketeer we serve. Our non-profit network of public elementary charter schools propels student achievement, develops exceptional educators, and partners with parents who enable high-quality public schools to thrive in their community. We are a collective of parents, teachers, leaders, and students working together to transform the future for underserved communities across our country. At Rocketship Public Schools, we are unleashing potential.

Position Description

Rocketship is hiring for the position of Office Manager (OM) for a Rocketship school. The Office Manager is the first point of contact for parents and students when they come to school, as well as a resource to the school community. The Office Manager should always exhibit professionalism, treat people with respect, and be firm but compassionate in how they address the day-to-day challenges of a rigorous and purposeful school.

Essential Functions

Enrollment, Student Information, and Attendance

- Build strong working relationships with parents and families
- **Create and maintain complete and current student cumulative files**
- **Enter student information into our student information system and keep this information up-to-date throughout the school year as enrollment or information changes**
- **Manage the Attendance process including contacting absent parents on a daily basis*****
- Coordinate the school's truancy process and communicate with parents as needed
- Administer Independent Study process for students with planned absences
- Collect doctor's notes and excused absence notes from parents for absentee documentation
- Work with current parents to solve problems and prevent student attrition

Health, Safety and Discipline

- Maintain emergency medical and contact information for all students
- Maintain complete and current immunization records for all students
- Administer basic first aid, distribute medication, maintain injury reports
- Be knowledgeable of all content in school safety binder, including emergency procedures
- Report all injuries and other school incidents to Human Resources
- Supervise students sent to the office for discipline and health reasons

Meals, Finance and Facilities

- Collect payments from parents
- Manage collection of free/reduced-lunch application forms from all families during the school year
- Collect lunch, uniform sales money from parents and provide receipts for payments
- Assist in managing and reporting day-to-day facilities problems
- Execute responsibilities related to emergency situations as assigned by the Principal

ISE/Special Education

- Act as intermediary to communicate written or oral information given by parents to the ISE team
- Ensure that all documents delivered or messages received are immediately given to ISE
- Maintain confidentiality regarding ISE students who receive special education services
- Partner with ISE Specialists on a school site to arrange IEP or ISE meetings

Administrative

- Perform general clerical duties including answering phones, taking and distributing messages, sorting mail, translate documents from English to Spanish and prepare general correspondence
- Facilitate arrangements for school activities, logistics, teacher development, parent development and other activities
- **Provide support to the Principal and teachers as necessary**
- **Use automated telephone system to send out school information as necessary**
- **Act as an interpreter, when necessary, in whole-school functions and smaller meetings**

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Job Requirements

Qualifications

- Spanish/English bilingual fluency required, with excellent written and oral communication skills
- Knowledge and cultural competence of the local student and parent community

- Highly developed interpersonal skills using tact, patience, and courtesy
- Effectively prioritize and juggle multiple concurrent projects
- Comfort in a start-up environment and ability to work independently with minimal direction
- Ability to use a variety of software programs and quickly learn new ones
- Managerial skills preferred

- **Kipp**
 - **Warmly greet all visitors to the school and direct them to the appropriate place or person**
 - **Respond to visitor & parent requests as appropriate**
 - Serve as primary contact for all school communication via phone
 - Responsible for routing calls promptly and correctly to the proper staff person or voicemail, correctly and politely take messages when necessary
 - Responsible for sending direct mail and other notices that need to be sent home by the school
 - Attend to sick and injured students, administer medication and ensure all medical incidents are properly documented
 - **Maintain student medical, student early dismissal, visitor, and parent volunteer logs**
 - **Update Illuminate with address and student information changes as needed**
 - Accept mail and deliveries and route to appropriate recipient
 - **Provide administrative support to the Office Manager and School Business Operations Manager**
 - **Assist as necessary with school events**
 - **Assist with data entry and special projects as needed**
 - Maintain a neat, welcoming & organized office environment

School Receptionist Qualifications

- Minimum of an associate's degree or two years of coursework at an institution of higher learning strongly preferred
- Strong customer service skills required
- **Bilingual in English and Spanish preferred**
- Ability to communicate and interact effectively with multiple stakeholders
- Proficiency in working with Google Suite
- Ability to work independently and with a team
- Prior experience working with students in an academic or recreational setting preferred
- Detail-oriented Excellent organizational, planning, and implementation skills
- Positive energy and the ability to be a strong role model for students

School Receptionist Perks

- Starting hourly rate of \$13.25 per hour
- 100% of healthcare premium costs covered by employer, dependents added at 50% of cost
- KIPP LA life insurance
- 401(k) plan with up to 6% match by KIPP LA
- Voluntary Benefits (Supplemental Life, Accident, Short Term Disability, etc.)
- Generous time off program includes 22 holidays, sick leave and vacation
- Other great benefits (Flexible spending account, EAP, tuition reimbursement for dependents, etc.)

KIPP LA Public Schools is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, national origin, veteran status, disability, sexual orientation/gender identity, or any other characteristic protected by applicable law. KIPP LA strives to ensure that our careers website is accessible to all, including individuals with disabilities. If you require reasonable accommodation for any part of the application or hiring process due to a disability, please contact us. You can find our contact information on our website, <http://www.kippla.org/>. Information will be sent to a talent acquisition representative who will provide assistance to ensure appropriate consideration in the hiring process.

