



Operations Manager

Job Summary

At Ivy Hill Preparatory Charter School, the **Operations Manager** is one of the first points of contact for parents, visitors, community members, and other external parties. The Ops Manager warmly, courteously, and effectively interacts with all parties to ensure their experience at Ivy Hill Prep is consistently positive. The Ops Manager plays an integral role of the school's Operations Team and fulfills a range of administrative duties.

Key Responsibilities

- Manages the main office with a focus of service, organization, friendliness, and professionalism
- Supports and supervises the Front Office Coordinator and ensures all roles and responsibilities are executed at Ivy Hill Prep's standard for excellence
- Acts as the manager of daily core operational systems, ensuring processes and procedures are successfully executed daily:
 - Student arrival
 - Daily student attendance
 - Student transitions
 - Student lunch/recess
 - Bussing transportation
 - Student dismissal
- Manages the support requests of the following key operational systems, and works to resolve issues ASAP including but not limited to technology, classroom and student platforms and hardware/facilitates requests and concerns/issues
- Manages all aspects of Free and Reduced lunch program/process
- Conducts daily walkthroughs with the DOO to ensure facilities and operational systems are in good working order
- Assists with schoolwide transitions and routines until completely internalized by students and staff
- Responds to and resolves routine internal and external inquiries with parents, employees and school organizations
- Manages all aspects of student enrollment including but not limited to: managing recruitment online system, owning parent outreach, scheduling open houses and attendance processes, managing student offers and waitlist process, maintaining relationships with school partners, and serves as first point of contact for all prospective families.
- Manages all aspects of the school's front office: visitors and phone calls, parent communication, upkeep of student files, coordination of student enrollment, and communication with community partners
- Acts as primary point person for all front office tasks

- Drafts and submits school communications
- Ensures school supply inventory is up to date and purchases as necessary
- Maintains building aesthetics
- Co-leads/leads the planning and execution of school events
- Assists with schoolwide transitions and routines until completely internalized by students and staff
- Assists with accurate daily counts of lunch, breakfast, and snack
- Assists with organization and follow-up for school transportation. Serves as primary point of contact for parent correspondence re: scholar transportation
- Assists in coordinating minor student health needs with the School Nurse
- Reports to the Director of Operations (DOO) and ensures that the DOO has support on any outstanding operational tasks
- Serve as the gatekeeper to address questions and minimize interruptions of the school administration and instructional teams
- Leads or co-leads the backwards planning for tasks and projects, including but not limited to: summer inventory, school year startup, scholar enrollment, assemblies, and end of year school closeout

Key Competencies & Qualifications

- 3-5 years of administrative office experience
- Strong organizational skills and thorough attention to detail
- Highly organized and works efficiently in a fast-paced work environment
- Experience working with under-resourced communities, families, and/or students preferred
- A whatever-it-takes approach and can-do attitude to support all members of the IHP community, even when tasks may extend beyond the standard scope of one's own responsibilities
- Excellent verbal and written communication skills
- Communicates well with others and demonstrates strong interpersonal skills with students, parents, colleagues and community members
- Ability to maintain a calm, professional demeanor in the face of competing demands and external pressures
- Strong growth mindset, with a willingness to take personal responsibility, able to internalize and apply feedback with immediacy, dedication to effectiveness and excellence
- Unwavering high expectations for all students
- Physical Requirements: May require lifting and carrying items weighing up to 20 pounds unassisted, including assisting coworkers when required. Requires frequent bending, reaching, repetitive hand movements, standing, walking, squatting, sitting, and looking at a computer screen for long periods at a time.

Salary & Benefits

Ivy Hill Prep offers a competitive salary, comprehensive health benefits, and retirement benefits. Aside from extensive professional development, all of our staff members are equipped with a laptop computer, email, high- speed internet access, and all necessary instructional supplies.

Commitment to Diversity

Ivy Hill Prep is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, sexual orientation, national or ethnic origin, age, disability, pregnancy or veteran status.

Apply Now!

Please send a resume and cover letter to info@ivyhillprep.org.