



# Milwaukee Academy of Science

2000 W Kilbourn Ave - Milwaukee, WI 53233 - (414) 933-0302

**Title:** Front Desk Administrative Assistant

**Supervisor:** Operations Manager

**Department:** Operations

**Classification:** Non-Exempt

Founded in 2000, the Milwaukee Academy of Science is a high-performing, K4-12th grade charter school that serves over 1,400 scholars in the near Westside of Milwaukee. The mission of the Milwaukee Academy of Science, an exemplary leader in STEM education, is to graduate urban students prepared to compete successfully at the post-secondary level.

**I. Accountability Objectives:** A front desk administrative assistant is responsible for performing administrative duties to support daily business functions and operations. The ideal candidate will have strong communication skills, organizational skills, and the ability to problem solve.

## II. Position Characteristics:

**Length of Contract:** School Year - 2024-2025 (10-month position, student contact days)

## III. Position Relationships:

**Reports to:** Operations Manager

**Coordinates with:** Parents, Families, Academy Principals, Staff, Classroom Teachers, and School Culture Team

## IV. Position Qualifications:

**Required Qualifications:** High School Diploma

## V. Position Responsibilities:

- Manage phones (answering calls, redirecting calls, taking messages, placing calls, creating school announcements, etc.) and ensure optimal level of service to students, parents and community stakeholders
- Support tiered attendance parent communications and problem solving
- Be able to diffuse conflict with parents in a calm and professional manner
- Greet and document all visitors (signing in visitors, ensuring that students only leave with authorized parents/guardians, monitoring and controlling access to the school, etc.)
- Serve as a first point of contact in business concerns of parents
- Provide support with the purchasing of uniforms/school apparel and other supplies
- Maintain and coordinate all school package and mail deliveries
- Provide check-in service and ensure accurate attendance for students during late arrival, early dismissal
- Distribute breakfast meals to students due to late arrival
- Assist in executing all safety code protocols and communications for staff, students, and families
- Multitask in a high-volume and fast-paced environment
- Support all school expectations and policies
- Establish and maintain open lines of communication with families and community
- Communicate with parents about student records and student history
- Maintain confidentiality at all times' maintain good attendance and flexibility while working cooperatively with supervisors and other employees
- Perform other duties as assigned