



Education Programs Registrar

Position Summary

The Education Programs Registrar is a full-time employee of Temple Ohabei Shalom. The EPR is a member of the Education Administration Team, reports to the Executive Director of Education and Administration and works in partnership with the TOS clergy, staff, and teachers. This is a highly visible role which demands excellent customer service skills, a high level of professionalism and willingness to handle all planning and administrative details for our dynamic education programs. The ideal candidate must thrive in a challenging and fast paced atmosphere where prioritizing and multi-tasking are the norm. Exceptional attention to detail and first-class organizational skills are mandatory. EPR is an integral part of our dynamic education team who are together charged with moving forward the Congregation's integrated educational vision.

This is a full time, exempt onsite position.

Duties and Responsibilities

The following is a non-exhaustive summary of the responsibilities of the position(s) specified above.

- **Admissions, Registration and Attendance**
 - Oversee Education Program information systems (files, database, calendar, etc.)
 - Coordinate enrollment and registration
 - Manage child enrollment paperwork process and maintain children's files
 - Process schedule changes
 - Communicate with prospective families
 - Produce registration and attendance reports (including but not limited to: class lists, emergency binders, allergy lists, birthday lists, teacher rosters, Student/Family Directories, prospective student materials, Staff and Parent Handbooks, School Calendars, snack menus, parent communication reports, attendance sign-in sheets, and monthly attendance records.)
- **Account Management**
 - Keep confidential and current student and staff files per the regulations of the MA Department of Early Education and Care
 - Manage billing, accounts receivable, process payments, update customer accounts
 - Prepare customer financial statements and reports
 - Prepare bank deposits

- **Human Resources**
 - Maintain HR systems and processes
 - Maintain accurate paperwork/records for staff and their individual schedules
 - Ensure all company HR policies are applied consistently
 - Oversee benefits, professional development, record keeping and compliance

- **Logistics**
 - Coordinate scheduling, logistics, activities, special events and daily operations
 - Support teachers and office staff including but not limited to photocopying, laminating, purchasing supplies and special classroom materials, assistance with technology and audio-visual equipment
 - Review and enforce health and safety policies and adhere to protocols and procedures.

- **Community Building**
 - Develop and maintain warm relationships with students and families
 - Coordinate the room parent program and parent involvement
 - Support the organization and implementation of family events
 - Act as the primary greeter during peak drop off and/or pick up times. Ensure that interactions with parents, students, faculty and staff are professional. Troubleshoot and problem solve situations as they arise.
 - Participate in weekly supervision and regular education team meetings

Other duties as assigned by the Executive Director of Education and Administration or designee.

Individual Responsibilities:

- Come to work with a positive attitude
- Maintain satisfactory working relationships
- Arrive on time for work or contact the appropriate administrator when delayed
- Be reliable in attendance and give ample notice for absences
- Approach criticism with a learning attitude
- Communicate directly and avoid gossip
- Be flexible in scheduling to meet the needs of the overall program
- Demonstrate honesty, integrity and commitment to confidentiality
- Show initiative in problem solving and be open to new ideas
- Approach challenges with imagination and a sense of humor

Qualifications

- Bachelor's degree or equivalent
- A minimum 3 years administrative or related experience preferred
- Proficient in office software including Word, Excel, PowerPoint, Outlook, Gmail, Google Calendar, Google Drive; and familiarity with communication platforms including, Microsoft Teams, Google Forms, Zoom, Constant Contact, Facebook, Instagram, and other social media. Database Experience
- Strong communication and organizational skills

Core Competencies

- Ability to work in a dynamic environment, respond to last minute changes and requests with flexibility and equanimity.

- A team player with strong interpersonal, communication and customer service skills, including a warm and welcoming phone personality
- Self-motivated, ability to self-manage and be proactive, comfortable taking initiative.
- Ability to handle confidential and sensitive issues with diplomacy and discretion
- High emotional intelligence, communicate effectively with diverse personalities.
- Ability to work in a dynamic environment, handling all situations in a professional and calm manner.

Work Environment and Physical Requirements

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and stand for extended periods of time. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. perception. The employee is required to sit for periods of time to perform functions on the computer.

