

JOB DESCRIPTION



Front Office Manager

Job Summary

The primary task for this position is maintaining relationships with our schools by preparing for picture days and fulfilling their controlled needs. The Front Office Manager ensures excellent customer service to schools by directly communicating with school administrators via phone calls and emails, working to provide timely and efficient delivery of products and services. This is a full time position Monday through Friday 8:30am – 5pm, with additional hours needed during peak seasons. Management will include overseeing picture day preparations and managing a small customer service team. The Front Office Manager will utilize time management skills in support of other departmental needs and picture day preparation deadlines.

Responsibilities include, but not limited to

- Maintain (2) Front Office operational spreadsheets
- Manage communication with school administrators, department managers and the sales team
- Manage picture day preparations
- Manage CSR team
- Help parents order pictures
- Attend daily, weekly office meetings

Basic Qualifications

- 2 years of customer service management and problem solving techniques
- Team leadership skills
- Experienced time management skills
- Organizational skills
- Excellent verbal and written skills
- Knowledge of MS Word, Excel, Outlook
- Ability to learn proprietary software programs

Preferred Qualifications

- Verbal and written in Spanish
- Continued education in business process, including training in MS Office products and software
- Proficiency in research and development of office procedures to increase productivity

Attire

- Professional office attire is important

Compensation

- \$37,500 - \$40,000 per year, depending on experience
- Two week paid vacation to be taken at non-peak times
- Health Benefits after 90 days
- 50% off GP products