



For over 25 years, The Family Learning Center has supported children and families in the Eagle River Valley of Eagle County. We are seeking a highly organized and service-oriented **Front Desk Administrator / Office Manager** to serve as the central hub of daily operations and family connection. As the first point of contact for families, children, staff, and visitors, this role ensures a welcoming, organized, and responsive front office environment.

This position blends administrative coordination, family communication, and operational support, working closely with the Operations and Compliance Manager to assist with enrollment systems, documentation, and center-wide processes. While this role does not supervise staff, it plays a key role in maintaining strong communication, efficient systems, and a positive experience for families and team members.

This position is primarily in-person and requires regular on-site attendance at the FLC facility with a full time (40 hours) Monday through Thursday operating schedule of 7:30 am to 5:30 pm.

Pay and Benefits:

Non-exempt / hourly position with a pay range of \$24 to \$28 per hour. Opportunity for growth in compensation with demonstrated initiative and ownership. Benefits include paid time off (including HFWA paid sick leave), paid holidays, paid bereavement leave, eligibility for group medical, dental, and vision insurance, access to an employee assistance program, discounted ski pass, discounted childcare (based on availability), and professional development reimbursement.

Key Responsibilities:

- Serve as the first point of contact for families, staff, and visitors, creating a welcoming and organized front office environment
- Manage daily front desk operations to ensure efficiency, responsiveness, and smooth workflow
- Support family communication through messaging systems, updates, and general inquiries
- Coordinate and maintain enrollment records and documentation to ensure accuracy and completeness
- Track and organize essential program information, including attendance and required records
- Support administrative processes and general office operations across the center

- Assist with communication materials, including flyers, updates, and program announcements
- Provide light operational support across departments as needed to support daily program flow
- Coordinate supplies and maintain organized, well-stocked office and program materials
- Support systems and processes that promote a positive experience for families and staff

Requirements:

- High school diploma or equivalent required. Additional education or coursework beyond high school preferred (degree not required)
- Strong communication and interpersonal skills with the ability to build positive relationships
- Highly organized with excellent attention to detail
- Ability to manage multiple priorities in a fast-paced environment
- Warm, professional, and service-oriented approach
- Problem-solving skills with a calm and solution-focused mindset
- Ability to maintain confidentiality and demonstrate professionalism at all times
- Comfortable using technology and communication tools, including **Brightwheel**, email, and other office systems
- Prior experience in an administrative, front desk, customer service, or similar role preferred
- Experience working with families or in a community-based or early childhood setting preferred
- Ability to quickly learn and adapt to new systems and processes
- Ability to complete ECE Course work and obtain a level 3 in the PDIS system.
- Bi-lingual skills (English and Spanish) is required.

Core Competencies Aligned with FLC Values:

- **Commitment:** Demonstrates reliability and follows through on responsibilities
- **Community:** Builds connections between families, staff, and resources
- **Initiative:** Anticipates needs and proactively supports solutions
- **Passion:** Brings positivity, care, and purpose to daily interactions
- **Courage:** Communicates clearly and escalates concerns appropriately