



For over 20 years, **The Family Learning Center** has been a cornerstone for children and families in the Eagle River Valley of Eagle County, providing high-quality, affordable early childhood education and childcare. We are seeking a proactive and detail-oriented **Operations & Compliance Manager** to help lead our organization, ensuring smooth daily operations, regulatory compliance, and the continued success of our programs. This role is responsible for licensing and regulatory documentation, enrollment and child records, front desk systems, staff onboarding paperwork, billing and subsidy coordination (including CCCAP), data systems, and payroll-related processes.

This is a full-time position (40 hours per week) with a Monday through Thursday schedule, offering work-life balance and the opportunity to make a meaningful impact in our community. The ideal candidate is organized, collaborative, and committed to upholding the high standards that make our center a trusted resource for families.

If you are passionate about operational excellence and supporting a mission-driven organization, we would love to hear from you!

**Pay and Benefits:**

Non-exempt / hourly position with a pay range of \$30.00 to \$37.00 per hour. Benefits include paid time off (includes 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:**

- Ensure compliance with state licensing regulations, health standards, and nonprofit requirements
- Maintain accurate staff, child, and family records, including enrollment, billing, payroll, and compliance documentation
- Supervise and provide operational support to front-office staff
- Support enrollment processes, tuition billing, and financial tracking, including CCCAP documentation
- Assist with onboarding, staff compliance, and HR documentation
- Collaborate with leadership to implement operational systems, administrative improvements, and organizational policies
- Serve as a resource for staff and families regarding operational procedures and policy updates

**Supervisory Responsibilities:**

- Front Desk Administrator (Full-Time)
- Food Program Coordinator (Part-Time)

**Requirements:**

- Associate's or Bachelor's degree in Business Administration, Early Childhood Administration, or related field preferred; or equivalent experience (4+ years) in operations/compliance
- Minimum 2 years of administrative, operations, or compliance experience, preferably in licensed childcare or regulated environments
- Familiarity with licensing regulations, HR compliance, and enrollment systems.
- Bilingual in English/Spanish required
- Strong organizational, communication, and problem-solving skills; ability to manage multiple priorities
- Proficiency with office systems, payroll, and enrollment platforms

**Professional Competencies:**

- Highly organized, detail-oriented, and process-driven
- Calm, professional, and solution-focused under pressure
- Collaborative team member with a strong customer-service orientation
- Committed to the mission and values of The Family Learning Center

**Compliance Requirements:**

- Must pass required criminal background checks and fingerprinting per Colorado childcare licensing regulations