



Office Manager

RISE Southeast Raleigh Charter School

Organization Description

RISE Southeast Raleigh Charter School (RISE) empowers its scholars to thrive academically, strengthen their community, and discover their voice. We teach rigorous content, educate with compassion, foster leadership, and encourage exploration.

Opportunity Summary

RISE seeks a full-time Office Manager for the 2022-2023 school year. The Office Manager is responsible for supporting school-based staff with office management, family and parent communication/engagement, student information services, student recruitment and enrollment, and other administrative functions. As part of a growing and fast-paced organization, the candidate must be a team player who is willing to do whatever it takes to get the job done. The Office Manager will report to the Director of Operations.

How You'll Contribute

Office Management

- Demonstrate a relentless drive to improve the minds, character, and lives of students
- Communicate effectively with students, families, and colleagues
- Commit to positive customer service in challenging situations
- Serve as our primary point of contact, greeting visitors, guest, and students with professionalism
- Maintain a clean and professional space, manage incoming/outgoing mail, and answer phones
- Serve as the first point of contact for office or administrative needs and support; triage the next action/contact
- Support the daily attendance, tardy, and early release, and late-pickup processes
- Engage visitors/volunteers and ensure appropriate policies are followed
- Enter information into student information systems, e.g. PowerSchool
- Maintain strict confidentiality of student, staff, and school information
- Support the transportation team by triaging transportation phone calls
- Engage vendors to ensure seamless delivery of copier, printer, mailing, security and other critical office functions
- Perform other related duties assigned by the Director of Operations
- Serve as backup responder for student medical and first aid issues

Student Information Services

- Develop and manage a process to ensure accurate student records physically and electronically
- Ensure PowerSchool reporting is accurate and executed (e.g. state reports, surveys, etc.)
- Cultivate processes and forms that make recruitment, enrollment, and engagement with the school easier and better for families and staff
- Collect and track information in support of student recruitment and enrollment activities
- Collect and maintain student/school information (e.g. track missing forms, manage databases, update contact information, keep student records current, collect and file records)
- Develop a system for and lead the execution of students transferring to or from RISE
- Support the development and delivery of any materials needing to be mailed to stakeholders

What You'll Bring to the Team

- A strong commitment to RISE's mission and vision
- An uncompromising belief that all students can learn
- A relentless work ethic and a high degree of patience to push through challenges
- A willingness to be held accountable
- Demonstrated ability to work collaboratively with a team
- Technological proficiency and adaptability, including Google Suite and Microsoft Office
- Extremely detail-oriented
- Excellent skills of organization and follow-through
- Ability to work under pressure and tight timetables
- Ability to self-manage in a highly professional work environment
- Hold a Bachelor's degree from a recognized 4-year college
- Bilingual Spanish/English speaking ability is preferred
- CPR and First Aid certification is preferred

Our Core Values

Resilience

- We are solutions-minded and we persevere through challenges.
- We give and receive direct feedback and hold each other accountable.
- We maintain emotional constancy and warm language in all situations.
- We believe that gratitude and celebration enable resilience and positive culture.

Integrity

- We treat all in our community with honesty, kindness, and respect.
- We model the values we want to see from scholars and other adults.
- We assume the best of others and take concerns to the source.
- We do the right thing even when no one is looking.

Scholarship

- We love learning, and we cheer on each other's growth and success.

- We obsess over the art and science of teaching content well.
- We believe that reflection and refinement are critical for growth.
- We commit to professional growth for the benefit of scholar outcomes.

Excellence

- We set ambitious goals and work relentlessly to attain them.
- We use data to drive our decisions and to measure our success.
- We “sweat the small stuff” in respect of community, space, and each other.
- We believe excellence is a habit; we are constantly getting better.

Non-Discrimination Statement

RISE Schools, Inc. does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients.