



Front Office Administrative Assistant

FLSA Status	Non-Exempt
Reports to:	CEO/CPO
Supervises:	No Supervisory Responsibilities
Salary Range:	\$20.00-28.00/hr.

JOB SUMMARY

The Front Office Administrative Assistant is responsible for ensuring the overall organization, coordination, and timely execution of Daystar Kids (Agency) administrative operations, procedures, and resources to maximize organizational effectiveness and efficiency. Coordinates key operational and administrative activities including finance, development, data entry, and ensures cross-departmental compliance. Primary duties include but are not limited to managing reception duties, providing administrative support, monitoring enrollee attendance, purchasing, database management, billing, and other duties, as assigned.

ESSENTIAL FUNCTIONS

Reception & Cultivation

- Customer service: receives and interacts cheerfully with all visitors; serves as the first point of contact and ambassador for the agency's mission. Greets, and directs visitors and maintains required documentation e.g., sign-in sheets.
- Answers incoming internal and external telephone calls and provide exceptional customer service by using critical thinking, problem solving and/or forwarding the call to the appropriate department.
- Checks Voicemail at the front desk daily & delivers/forwards messages to the appropriate parties.
- Enforces visitor policies and safeguards to ensure the health and safety of all enrollees, employees, and visitors.
- Manages distribution of employee communications, including all incoming mail fax transmissions, emails, memos, and/or other communications as directed and coordinates all outgoing mail, including courier services, inter-office mail distribution and items for circulation.

Program & Administrative Support

- Records and monitors enrollee attendance; ensure accurate entry into database. Collaborate with Managers and Family Leadership to ensure timely reporting.
- Manage calendars, coordinate appointments, room/office scheduling and off-site meetings for SLT.
- Provide administrative and clerical support to SLT including, but not limited to printing, scanning, faxing, mailing, preparing meeting materials, correspondence and filing.

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- Create, edit and modify documents, correspondence, reports, memos, presentations and emails for SLT as requested.
- Set up rooms for meetings (may require ordering and picking up food).
- Provide administrative support to Leadership with program and Agency needs.
- Assists with new employee onboarding tasks as requested.
- Perform data entry including scanning and indexing.
- Generate and mail correspondence using mail merge.
- Assists with purchasing of agency supplies as requested
- Other duties as assigned by SLT.

EDUCATION & EXPERIENCE

- HS Diploma or equivalent required; Associate degree preferred
- 3-5 years' experience in front office operations
- Advanced IT and computer software skills including Word, Excel and Power Point
- Knowledge of office administrator responsibilities, systems, and procedures; strong organizational skills in a demanding and fast-paced work environment

KNOWLEDGE, SKILLS & ABILITIES

- Proven track record delivering superior results, and commitment to excellence.
- Outstanding communication and interpersonal skills are essential
- Passion for Daystar Kids mission and impact
- Ability to quickly adapt to changing priorities based on organization needs
- Embraces Daystar Kids culture with systems knowledge to support it
- Self-starter, self-disciplined
- Proficient in various information technology systems to increase functionality, efficiency and performance

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands 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.

- The employee must frequently lift and/or move up to 50 pounds.
- The employee is regularly required to move from a seated position to a standing position promptly.
- The employee is regularly required to use hands; reach with hands and arms and talk or hear.
- The noise level in the work environment is usually high
- The employee is expected to work on-site in an office environment