Job Title: Administrative Assistant

Location: Winston-Salem, North Carolina
Department: Administration
Reports To: Childcare Center Director / Owner
Employment Type: Full-Time or Part-Time

Position Summary

The Administrative Assistant provides administrative, clerical, and operational support to the childcare center. This position assists with office operations, enrollment documentation, family communication, employee records, scheduling, and general administrative duties to support the efficient operation of the center.

Essential Duties and Responsibilities

- Answer telephone calls, emails, and general inquiries.
- Greet families, visitors, and prospective parents professionally.
- Assist with enrollment paperwork, registration, and child records.
- Maintain organized electronic and physical files.
- Assist with attendance records and administrative documentation.
- Support scheduling, staff communication, and meeting coordination.
- Assist with tuition documentation, billing inquiries, and payment records as assigned.
- Prepare forms, letters, notices, and other correspondence.
- Assist with maintaining licensing documentation and required records.
- Support enrollment, marketing, and family engagement activities.
- Maintain confidentiality of children, families, and employees.
- Perform other administrative duties as assigned.

Qualifications

- High school diploma or equivalent required.
- Administrative or office experience preferred.
- Strong organizational and communication skills.
- Proficiency in Microsoft Office, Google Workspace, and childcare management software preferred.
- Professional demeanor and customer service skills.
- Ability to manage multiple tasks and meet deadlines.
- Must meet applicable background check requirements if working in or accessing childcare areas as required.

Performance Expectations

- Maintains accurate and organized records.
- Provides professional customer service.
- Demonstrates confidentiality and discretion.
- Completes administrative assignments efficiently.

Supports center management and daily operations.

Job Title: Enrollment and Family Support Specialist

Location: Winston-Salem, North Carolina
Department: Administration / Enrollment
Reports To: Childcare Center Director
Employment Type: Part-Time

Position Summary

The Enrollment and Family Support Specialist assists with recruitment, enrollment, onboarding, and communication with families. This position helps prospective families understand the childcare program, supports the enrollment process, maintains enrollment records, and assists with family engagement and retention.

Essential Duties and Responsibilities

- Respond to inquiries from prospective families.
- Schedule tours and communicate program information.
- Assist families with enrollment applications and required documentation.
- Maintain waitlists and enrollment records.
- Assist with family onboarding and orientation.
- Communicate tuition policies, schedules, and program expectations.
- Support family engagement activities and center events.
- Assist with enrollment tracking and reporting.
- Follow up with prospective families and maintain professional communication.
- Support administration with enrollment and retention initiatives.
- Maintain confidentiality and accurate records.

Qualifications

- High school diploma or equivalent required.
- Customer service, enrollment, or administrative experience preferred.
- Strong communication and interpersonal skills.
- Organized, dependable, and detail-oriented.
- Experience with childcare management software preferred.

Performance Expectations

- Provides responsive and professional family support.
- Maintains accurate enrollment information.
- Supports enrollment growth and family retention.
- Demonstrates professionalism and confidentiality.

Job Title: Kitchen / Food Service Assistant

Location: Winston-Salem, North Carolina
Department: Food Service / Operations
Reports To: Childcare Center Director
Employment Type: Full-Time or Part-Time

Position Summary

The Kitchen / Food Service Assistant is responsible for preparing, serving, and distributing meals and snacks to children in accordance with the center's meal schedule, nutritional standards, and food safety procedures. This position supports a clean, sanitary, and organized kitchen environment while ensuring children's dietary needs and food allergies are appropriately addressed.

Essential Duties and Responsibilities

- Prepare and serve meals and snacks according to established menus.
- Follow food safety, sanitation, and kitchen hygiene procedures.
- Maintain appropriate food storage and temperature requirements.
- Ensure meals accommodate documented allergies and dietary restrictions.
- Assist with food inventory, ordering, and supply organization.
- Clean and sanitize kitchen surfaces, equipment, and utensils.
- Maintain kitchen records and meal documentation as assigned.
- Assist with meal distribution to classrooms.
- Follow center policies and applicable food program requirements.
- Report food safety concerns, shortages, or equipment issues.
- Perform other food service duties as assigned.

Qualifications

- High school diploma or equivalent preferred.
- Food service or kitchen experience preferred.
- Food safety training or certification preferred or required as applicable.
- Ability to follow sanitation and food handling procedures.
- Strong organization and time management skills.
- Must meet applicable background check and health requirements.

Performance Expectations

- Maintains a clean and sanitary kitchen.
- Prepares meals safely and on schedule.
- Follows dietary restrictions and allergy procedures.
- Demonstrates dependability and professionalism.

Job Title: Facility Support / Custodian

Location: Winston-Salem, North Carolina
Department: Operations / Facilities
Reports To: Childcare Center Director
Employment Type: Part-Time

Position Summary

The Facility Support / Custodian is responsible for maintaining a clean, safe, sanitary, and well-organized childcare facility. This position supports classroom cleanliness, facility maintenance, sanitation, and general operational needs to ensure a healthy environment for children, families, and employees.

Essential Duties and Responsibilities

- Clean and sanitize classrooms, restrooms, common areas, and designated spaces.
- Maintain floors, surfaces, and frequently touched areas.
- Dispose of trash and maintain appropriate waste management.
- Restock cleaning supplies and facility materials.
- Assist with cleaning toys, equipment, and furniture as assigned.
- Maintain playground and outdoor areas in a safe condition.
- Identify and report maintenance concerns and safety hazards.
- Assist with minor maintenance and facility upkeep.
- Follow proper storage and handling procedures for cleaning chemicals.
- Ensure cleaning products and hazardous materials remain inaccessible to children.
- Assist with opening, closing, and facility preparation as assigned.

Qualifications

- High school diploma or equivalent preferred.
- Custodial, maintenance, or facility experience preferred.
- Ability to follow sanitation and safety procedures.
- Dependability and attention to detail.
- Ability to perform physical cleaning and maintenance duties.
- Must meet applicable background check requirements.

Performance Expectations

- Maintains a clean and safe facility.
- Completes cleaning assignments consistently.
- Identifies hazards and maintenance concerns promptly.
- Demonstrates dependability and professionalism.