



Job Description School Operations Coordinator

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General Scope of Responsibility

The School Operations Coordinator provides comprehensive support to ensure efficient daily operations at Child's Voice, serving as a central point of contact for students, families, staff, and visitors. This role manages front office functions, communication, scheduling, records, enrollment, attendance, and transportation processes, while maintaining accuracy, professionalism, and confidentiality. The position also coordinates IEP meetings and timelines, ensuring compliance with required procedures and supporting clear communication across stakeholders.

In addition, the School Operations Coordinator supports school events, staff coordination, and limited student supervision, while contributing to a positive and organized school environment. The role also assists with operational needs, including vendor coordination, facilities support, safety processes, and supply management. Strong organizational skills, attention to detail, and the ability to manage competing priorities are essential to support the school's overall effectiveness and family and child centered mission.

Essential Functions and Duties:

School Program Support:

Office Support

- Front Desk
 - Greet and receive students and visitors
 - Answer, screen, and route inbound calls appropriately
 - Respond to routine inquiries from families, districts, and visitors
 - Ensure timely follow-up or routing of messages to appropriate staff
 - Maintain professionalism and confidentiality in all communication
- Calendar
 - Maintain and manage the school calendar
 - Ensure accuracy and consistency of calendar entries. Develop and distribute a monthly family calendar outlining key dates, events, and important school information.
 - Coordinate with staff to ensure all relevant events, meetings, and activities are reflected on the calendar in a timely manner.
 - Review and update calendar regularly to reflect changes and communicate updates as needed.
- Mail
 - Manage incoming and outgoing mail and deliveries
 - Distribute mail and documents to appropriate staff
 - Prepare and organize materials for distribution as needed
 - Maintain organization of physical and digital correspondence
- Enrollment
 - Assemble, distribute, and file enrollment forms for incoming students
 - Utilize new student checklist for students entering the school program to ensure accurate and up to date records.
 - Maintain and update student profiles by performing and or delegating correct record keeping of student enrollment, preparation and or maintenance of the confidential student profile, electronically and or

physical documentation and all required records contained therein, verification of enrollment, health eligibility, and transfer or release of documentation

- Coordinate onboarding logistics for incoming students and ensure readiness prior to the first day of attendance
- Communication:
 - Distribution lists
 - Maintain and update staff and family distribution lists
 - Ensure accuracy of contact information across systems
 - Weekly staff emails
 - Prepare and send a weekly staff email outlining key information for the upcoming week
 - Include: Week ahead overview, Scheduled IEP meetings and key deadlines, Visitors, tours, and external meetings, Events and important reminders, Schedule changes or important updates
 - Maintain consistency in format and timing of weekly communication to support staff planning and organization
 - General Communication
 - Independently respond to routine letters, emails, and general correspondences
 - Distribute school-wide communications, correspondence, and a variety of bulletins, newsletters, memos, emails, requisitions, and forms
 - Coordinate and support the distribution of communication to families and staff to ensure timely and consistent messaging
 - Ensure key communications are shared with appropriate stakeholders in a timely manner
- Attendance and Transportation
 - Assist in coordinating staff coverage in the event of teacher or teaching assistant absences
 - Maintain student attendance records and ensure accuracy
 - Prepare and distribute daily, weekly, and monthly attendance records
 - Prepare transportation requests with bus service providers for transporting students to and from school and or field trips
 - Respond to questions or concerns regarding specific transportation matters to school district administrators and parents
 - Update attendance systems and transportation records for newly enrolled students
- IEP Coordination
 - Coordinate and schedule all IEP and related meetings
 - Create and manage IEP events within Embrace IEP system
 - Prepare and distribute Notices of Conference (NOC) to families and required participants no later than 10 school days prior to the scheduled meeting
 - Send and manage calendar invites for all IEP participants, including classroom teachers, related service providers, and other required school personnel based on the student's services and needs
 - Maintain a system to monitor completion of required IEP components, including teacher input, related service reports, and data updates
 - Provide reminders to staff regarding upcoming timelines and deadlines as needed
 - Communicate status of completion and any outstanding items to the School Principal

Event and Program Coordination

- Coordinate and assist in organization of weekly, monthly and annual student and staff events (student and staff hot lunches, board meetings, graduation, field trips, transportation and venues)
- Coordinate event logistics including scheduling, communication, materials, and preparation

- Develop and maintain event timelines outlining key tasks, communication, and deadlines to support planning and preparation for school events
- Develop and distribute event-related communication, including flyers and announcements, and create and manage RSVP processes to track participation and support event planning
- Coordinate with staff to ensure roles and responsibilities for events are clearly defined and supported
- Ensure event-related communication is shared with staff and families in a timely manner
- Track event details and follow up on outstanding items to ensure successful execution

Teaching Assistant Responsibilities

- Perform general school assistance duties including, but not limited to, recess supervision, lunch supervision, assist young children with toileting, and preparation of classroom materials
- Establish supportive relationships with students;
- Maintain a high level of confidentiality of information regarding students;
- Maintain understanding of and participate in school wide positive behavior intervention and support systems
- Perform such other duties as assigned, with the exception of program planning;

Operations Management

- Coordinate building services with vendors managed by the Director, including, but not limited to, janitorial, HVAC, garbage removal, snow removal, landscaping, security and fire protection;
- Oversee the ordering, replenishment and organization of office, facilities, and maintenance supplies;
- Assist with bi-monthly board meeting preparation;
- Support the Director in maintaining relationships with consultants, and external vendors to ensure service standards and contractual obligations are consistently met;
- Maintain, troubleshoot, and coordinate repairs for office equipment to ensure minimal disruption to daily operations;
- Support the HR department by ensuring compliance with established document retention policies and managing the secure and compliant disposal of records in accordance with those policies
- Support the oversight of Safety & Security operations, including Fire suppression systems, security alarm systems, security surveillance systems, general personnel safety, general physical building safety and security, onsite event safety and security, emergency management and preparedness;
- Support the Principal with the monthly reconciliation of the company credit card

Other:

- Adhere to professional, ethical, and legal standards for the practice of the discipline in schools, as dictated by associated organizations (e.g., ISBE).
- Maintain current knowledge of mission, goals, and strategic plan.
- Keep abreast of Child's Voice activities and properly utilize the resources available.
- Enhance building culture by demonstrating a positive attitude and give evidence of good moral character.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Enjoys working with/around children is required.
- Strong communication both written and oral.
- Strong attention to detail.
- Self-motivated with excellent organizational skills.
- Must maintain flexibility in tasks required, job duties may vary frequently.
- Ability to multi-task, prioritize and meet deadlines.

- Display high degree of judgment, discretion and confidentiality.
- Ability to attend work on a regular and predictable schedule.

Minimum Education, Experience and Training

- High school diploma or equivalent with Associate’s degree or higher preferred.
- Proficient in MS Office

Work Environment and Physical Demands:

- Prolonged standing, sitting, walking, bending, kneeling and squatting within the classroom and assisting students with personal care tasks, including but not limited to toileting, diapering, handwashing, and hygiene routines, feeding and eating.
- Occasional lifting up to 30lbs; Lifting supplies, moving furniture, or occasionally helping students with physical needs.
- Hearing thresholds within the average range with or without amplification in a quiet environment.
- Vision and fine motor skills that can support manipulation and troubleshooting of hearing devices.

Professional reviews

Standard practice is to conduct reviews annually; reviews are conducted by the applicable Director or designee.

THE ESSENTIAL FUNCTIONS OF THE JOB INCLUDE, BUT ARE NOT LIMITED TO, THE DUTIES LISTED IN THE JOB DESCRIPTION.
CHILD’S VOICE RESERVES THE RIGHT TO ADD, DELETE, CHANGE OR MODIFY THE JOB DUTIES

NAME: _____

DATE: _____