

# Assistant Director

## ***Job Summary***

Effectively operates and manages all aspects of the child care center, including human resources, customer relations, marketing, educational programs, financial systems and physical facility. Promotes positive image of the company within the community and establishes strong working relationships with state licensing authorities. The assistant director performs these duties in cooperation with the director and when the director is not present in the program.

## ***Primary Duties and Responsibilities***

*General* – under the guidance of and directed by the director:

Ensures program compliance with all federal, state and local regulations, as well as programs policies and procedures.

Completes all required paperwork and record keeping on a timely basis and maintains same in an organized manner. This includes all program files such as student, employee, vehicle, driver, and health and safety files.

Develops and maintains strong working relationships with all state licensing authorities, vendors, and community contacts.

## ***Customer Relations***

Develops and actively maintains positive communication with parents.

Recognizes parent concerns, evaluates course of action and responds appropriately to the needs of parents. Communicates parent concerns with other staff and director.

Responsible for keeping de-enrolled children to a minimum; determines reasons for de-enrollments and addresses problem areas contributing to student turn-over.

## ***Educational Program***

Ensures that curriculum is appropriately implemented in the classrooms as outlined in minimum standards.

Works with director to ensure that staff are effectively trained in both curriculum and established in early childhood principles.

## ***Financial Responsibilities***

Is familiar with all aspects of the program's budget to ensure all resources are effectively managed and within budgetary constraints. Assists the Director with drafting new budgets each year.

Ensures all computer-related record keeping requirements are met, to include tracking all monetary transactions with customers.

Manages all transactions made on credit cards and checks; submits receipts and paperwork on a timely basis.

Ensures that accounts receivables are closely managed and takes appropriate action with non-paying accounts.

Maintains accurate financial accounting of program operations, protects program's monetary assets.

Ensures that program supplies and equipment are inventoried and appropriately maintained.

## ***Human Resources***

Recruits, selects and properly trains qualified staff. Develops staff through career growth and guidance.

Maintains professional relationships with program staff.

Anticipates staffing needs, prepares and posts weekly staffing schedule and modifies it according to daily student counts in each classroom. Ensures that state and local requirements are met at all times. Counsels staff regarding performance issues.

Assists director in evaluating staff yearly with written performance reviews, and at other times when needed.

Assists the director with all other human resource functions that arise in the program.

### ***Marketing***

Responds and follows up on enrollment inquiries. Gives prospective customers tours of the facility and detailed information about the programs educational curriculum.

Works with director to develop marketing strategies to increase capacity utilization; utilizes community-based marketing techniques and other appropriate marketing methods.

### ***Physical Facility***

Maintains building, equipment, and grounds to ensure a safe environment that meets licensing safety requirements.

Maintains clean, safe, and healthy environment through scheduled cleaning and frequent safety checks

Coordinates equipment and/or facility repair as needed and ensures timely completion of repairs to minimize risk of injury to others

### ***Reporting Relationship***

The assistant director reports to the director. The assistant director may also take direction and instruction from the owner.

### ***Qualifications***

It is recommended that the assistant director meet state licensing director requirements for age, education, and experience.

The assistant director must be qualified and able to drive a company vehicle.

The assistant director must maintain a minimum number of continuing education hours each year.