

Front Office Registrar –

Position Summary:

The Front Office Registrar serves as the first point of contact for students, families, and visitors while managing student records and enrollment processes. This role is essential in maintaining accurate data, supporting school operations, and creating a welcoming, organized front office environment.

Key Responsibilities:

Student Enrollment & Records

- Manage student registration, enrollment, and withdrawal processes
- Maintain accurate and confidential student records in compliance with state and federal regulations
- Process records requests, transcripts, and student file transfers
- Ensure all required documentation is collected and properly filed

Front Office Operations

- Greet and assist students, parents, and visitors in a friendly and professional manner
- Answer phones, respond to emails, and direct inquiries appropriately
- Manage daily attendance reporting and verify absences
- Support student check-in/check-out procedures

Student Care & Support

- Provide basic care and support for students throughout the day, including assisting with minor incidents such as upset stomachs, head bumps, or students who are feeling unwell
- Support students with everyday needs, including helping with cleanliness, comfort, and getting them to the appropriate care when needed
- Communicate with parents/guardians when students are ill or require additional attention

Data Management

- Input and update student information in the Student Information System (SIS)
- Generate reports related to enrollment, attendance, and demographics
- Ensure data accuracy for state reporting and audits

Communication & Customer Service

- Serve as a liaison between families, teachers, and administration
- Communicate enrollment requirements, policies, and procedures clearly
- Assist families with registration forms and school processes

Administrative Support

- Provide general clerical support including filing, copying, and scheduling
- Assist with school events, lotteries, and enrollment campaigns
- Support compliance with charter, district, and state guidelines

Qualifications:

- High school diploma or equivalent (associate's or bachelor's degree preferred)
- Previous experience in a school office, administrative role, or customer service
- Strong organizational skills and attention to detail
- Proficiency in Microsoft Office, Google suite and student information systems (e.g., Aspire)
- Ability to handle confidential information with discretion, in accordance with FERPA guidelines.
- Excellent communication and interpersonal skills, and conflict management skills.

Preferred Skills:

- Experience working in a charter school or K–12 setting
- Bilingual (Spanish or other language) is a plus
- Knowledge of state enrollment and attendance requirements

Work Environment:

- Fast-paced school office setting
- Frequent interaction with students, families, and staff
- Requires multitasking and the ability to prioritize tasks efficiently

Key Traits for Success:

- Friendly and approachable demeanor
- Highly organized and detail-oriented
- Problem-solver with a proactive mindset
- Ability to stay calm under pressure

Candidates are invited to submit a resume and supporting materials to aedelman@promonoryschool.org for consideration. We appreciate your interest in Promontory and look forward to reviewing your application. Position will remain open until filled.