

Position: The Academy – Center Support Specialist



Primary supervisor: Academy Director

Job Location: Arden, NC **Position Type:** Full-time, Non-Exempt

Summary of Position: The Academy Center Support Specialist's primary responsibility is to serve as the first point of contact for prospective families and support smooth daily operations at The Academy. This position guides families through the inquiry and enrollment process, coordinates center tours, and provides timely follow-up to ensure an excellent experience. In addition, this role maintains supply needs, organizes shared spaces, and supports staff through classroom coverage and daily operational assistance.

Essential Qualities and Qualifications:

- A personal and active relationship with Jesus Christ modeled by a commitment to supporting the vision, leadership, and theology of Biltmore Church
- An expressed passion and calling for serving Jesus in a Kingdom-minded, fast-paced, local church setting
- Demonstrates initiative with an ability to work effectively apart from close supervision
- Proficient in computer skills, including Microsoft Word, Excel, Outlook, and Google Drive
- Excellent grammar, spelling, and vocabulary needed, and experience in managing budget
- Proactive and effective communicator in person, on the phone, and by email/text
- Ability to maintain confidentiality of sensitive and/or proprietary information
- Highly organized and detail-oriented

Essential Responsibilities:

- **Serve as the Primary Point of Contact for Prospective Families**
 - Respond to all inquiries from potential enrollees in a timely and professional manner.
 - Educate families about our programs, curriculum, and facilities, addressing questions and concerns with a focus on building trust and excitement about The Academy.
 - Maintain accurate records of interactions, ensuring prospective families receive personalized follow-ups and relevant information.
- **Coordinate Center Tours and Family Follow Up**
 - Partner with the Academy Director to schedule tours for interested families and be trained as a backup to the Academy Director to conduct center tours.
 - Prepare tour materials, parent packets and ensure that the center is presented at its best for all visits.
 - Follow up with families post-tour to answer any additional questions and guide them through the next steps in the enrollment process.
 - Maintain child files once family is enrolled.
- **Manage and Maintain Supply Lists and Center Supply Needs**
 - Compiling and restocking general classroom supplies as needed to support daily operations.
 - Maintain and organize resource closet and Academy Housekeeping closet (Housekeeping B).
- **Maintain a hospitable environment**
 - Ensure the staff break room is tidy and stocked with supplies for coffee.
 - Ensure the staff kitchen is kept orderly and clean up to health and safety standards.
 - Keep the lobby clean and free of clutter.
- **Ensure Outdoor Spaces are Set Up for Use**
 - Perform daily checks in the morning (9:00 AM) and at closing (5:30 PM) of the outdoor spaces to ensure that they are clean, organized and that grounds and equipment are safe for use.
 - Rotate and set up outdoor toys as needed to keep outdoor time fun and fresh for children.
 - Coordinate special outdoor days and seasonal activities (example: Water Day).
- **Serve as Staff Support**
 - Coordinate with Hall Operations Specialist to assist in providing bathroom breaks to teachers, coverage for lunch breaks and other classroom support.