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### **Job Description: Director**

#### **Operational Roles**

1. Provide decision-making management coverage of the center during all hours, by assigning Shift Leaders or direct coverage. This includes being available by phone or in person during all hours the center is in operation, to manage disruptions in scheduling.
2. Ensure quality of service and observe staff in preparation for reviews and development by covering each unique shift on a monthly basis. Specifically, be on the schedule as a caregiver or Shift Leader a weekday, a weeknight, a Saturday am, a Saturday pm at least once during each month cycle.
3. Remain in personal compliance with all DHS guidelines regarding the Directorship of a Drop-In & Childcare Center. Complete, on an annual basis, the process as necessary to maintain licensure status with DHS. Maintain a working knowledge of DHS guidelines for licensure as well as Health Department requirements for certification for food service.
4. Manage all Procure and other software related issues.
5. Purchase or order supplies as needed to support operational needs of the center. Ensure that the budget per month communicated by ownership is met and not exceeded.
6. Create, communicate and manage a biweekly staff schedule which is to be completed and posted every Friday before 3pm.
7. Maintain all social media accounts, and work within advertising budget to best promote the business. Monthly complete and mail the New Customer Welcome letter. Work with management team to optimize current marketing tools and consider new ones.
8. Approve payroll report from Assist Director as a check and balance prior to submission.

#### **Financial Management**

1. Oversee daily financial operations by making sure daily closing procedures are followed. Audit the closing Shift Leader's work, ensuring that the deposit is correct and any issues that arose the day prior involving customer balances or billing is addressed and clarified. Notify owner of any outstanding imbalances.

2. Petty cash- ensure the cash drawer is properly supplied, counted, documented and transitioned per procedures. Audit monthly log and take action as necessary.
3. Provide audits for all price and coupon-related sales activities, specifically related to Procare, and adjust as needed. Provide suggestions for process and financial improvement.

### **Customer Satisfaction**

1. Be available, via phone or in person during all operational hours, as 1<sup>st</sup> point of contact for all parent/customer concerns and work with ownership as necessary for resolution and awareness.
2. Direct center operations in such a way that staff is prepared with activities, instructions and tools necessary to provide a fun entertaining experience for children while in our care.

### **Leadership**

1. Professionalism – Ensure that one's appearance, communication and treatment of others is a primary contribution to the Kid Station mission and brand.
2. Communication – Respond to all requests whether verbal, email or from staff, ownership and customers within a reasonable timeframe, and in a professional and manner appropriate to the audience (proper signature, etc).
3. Role modeling – Serve as a role model to the entire staff through personal and professional behavior. This includes maintaining a positive attitude, confidentiality, and a customer-favored approach to operations.