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## **Job Description: Assistant Director**

### **Ownership of Operations**

1. Provide direct management coverage of the center as a functional Shift Leader or Caregiver a minimum of 3 shifts (each approx 7 hours) per week. Ensure, along with the center Director, that quality managerial functional coverage is provided during “peak business hours” in order to provide the best quality care to our customers.
2. Ensure all daily operational procedures are maintained, updated, followed and tracked as dictated by Kid Station and DHS standards. Work with ownership to secure and continue all services necessary for a clean and safe environment.
3. Assist Director with update of all social media accounts, voicemails and store signage as needed. Brainstorm new ways to advertise and market within budget.
4. Provide input on an ongoing basis to center Director regarding both HR and operational matters.
5. Provide 1<sup>st</sup> level support for the use of the center for birthday parties. This includes fielding questions from customers regarding the offering when necessary, ensuring that all booking procedures are clearly defined and communicated to the staff, staffing is secured for each party booked and payments/contracts are properly collected each week prior to party date. Follow up with customers as necessary to ensure customer satisfaction. Provide best-for-the-business perspective to ownership regarding the program and any necessary enhancements/modifications.
6. Create, communicate and manage a biweekly staff schedule as 2<sup>nd</sup> level support when Director is not available to do so.
7. Produce necessary payroll report for submission on a biweekly basis.

### **Customer Satisfaction**

1. Assist in direction of operations in such a way as to ensure the children within our care are in the safest possible conditions and are being well managed.
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.