



Jalen Rose Leadership Academy

Future Jaguar Role Specifications

Job Title: Front Office Clerk	Contract Type: Salary (Full Time)
Department: Operations	Salary: See Compensation Matrix
Reports to: Managing Director of Operations	Schedule: 12-Month

As an educator with Jalen Rose Leadership Academy, you are considered a guardian to our students (whom we refer to as scholars). You will also build trust and community in your classroom via clear and timely communication with your scholars and families. At JRLA, we have created a model specifically designed to raise achievement for historically underserved scholars. We support your creativity and wholeheartedly encourage a rigorous, personalized, and well-rounded educational experience to meet the unique needs of each scholar in your classroom.

Established in 2011 by NBA Star Jalen Rose and Co-Founder Michael Carter, JRLA is located on the Northwest side of Detroit in the zip code where Jalen grew up. An open enrollment, tuition-free, public charter high school, JRLA provides a leadership-focused education to 420 scholars and nearly 1,000 alumni. The mission is to empower all scholars to develop the strength of character, skills, and knowledge needed to matriculate, be great in, and graduate from college or a postsecondary program so that they have the opportunities to be successful in the competitive world and take care of themselves and the people they love.

Built around a 9-16 model, JRLA has never wavered in its pursuit to improve the educational landscape for Detroit area youth. After 13 years of operations, JRLA remains steadfast in its commitment to not only get scholars to graduate from high school but for them to graduate from college or a postsecondary program as well – outcomes that are real game changers in urban education. With a 97% high school graduation rate, 100% college and postsecondary acceptance, and a leader among open enrollment high schools in Detroit for college matriculation (69% compared to a state average of 64%), JRLA knows the path to college and a successful future.

JRLA is authorized by Central Michigan University and is a self managed single-site charter school.

Job Summary: The Front Office Clerk is responsible for overseeing the day-to-day administrative operations of the school office, ensuring smooth and efficient office functions. This includes managing school records in PowerSchool, scheduling appointments, assisting with student enrollment, supporting school events, and providing general office support to school leadership, teachers, and staff. The Front Office Clerk plays a key role in communication between the school and parents or guardians, students, and the community, handling inquiries, correspondence, and maintaining records in accordance with school policies. They also manage office supplies, and ensure that the office is organized and runs efficiently.

Essential Job Tasks:

- Manage and maintain student records in PowerSchool, ensuring they are accurate, up-to-date, and in compliance with JRLA and the state of Michigan policies.
- Handle phone calls, emails, and other correspondence, directing inquiries to the appropriate staff members.
- Support school leadership by scheduling appointments, meetings, and events.
- Assist in the preparation and distribution of school communications, including newsletters and

announcements.

- Assist with student enrollment, including collecting and verifying required documents.
- Maintain inventory and order office supplies as needed.
- Oversee the use and upkeep of office equipment and ensure that all administrative tasks are completed efficiently.
- Serve as the point of contact for parents, visitors, and other stakeholders entering the school.
- Assist with maintaining compliance with the state of Michigan and JRLA regulations, including attendance and health records.
- Uphold professional ethics and standards as an operations employee and a member of the Jaguar family.

Minimum Job Qualifications:

- You believe **ALL** children can and will succeed regardless of their zip code.
- High school diploma or equivalent required; Associate's degree or higher in business administration or related field preferred.
- Previous experience in an office or administrative role, preferably in a school setting.
- Strong organizational skills with the ability to multitask and manage time effectively.
- Excellent communication and interpersonal skills, both verbal and written.
- Proficient in Microsoft Office Suite (*Word, Excel, Outlook*) and Google Suite (*Docs, Sheets, Gmail*).
- Ability to maintain confidentiality and handle sensitive information with discretion. (*FERPA*)
- Strong attention to detail and ability to problem-solve.
- Ability to work independently and as part of a team.
- Knowledge of basic office procedures, filing systems, and record-keeping practices.
- Ability to manage and prioritize tasks in a fast-paced environment.
- Flexibility to adapt to changing priorities and demands in a school setting.

Core Competencies:

- A passion for working with scholars and families in under-served communities
- Effective verbal and written communication skills
- Team player with strong interpersonal/influence skills
- Possess organizational and technology skills

Why should you apply?

- Competitive Salaries
- Paid Development Opportunities
- Retention Bonuses
- Monthly Mental & Physical Wellness Events & Initiatives
- JRLA fringe benefits (birthday gifts, team building events, SWAG, unique experiences)

Our Core Values:

- The power of **RESPECT**: I find success through empathy and integrity
- The power of **DETERMINATION**: I have the will to succeed
- The power of **EXCELLENCE**: I must take ownership in my learning to succeed
- The power of **FAMILY**: I succeed when we all succeed

This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Employee Name:	PLEASE PRINT
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Employee Signature:	Date:
Supervisor Signature:	Date:

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