

Front Office Ambassador



Our Purpose

Our Purpose is to inspire and challenge students to better themselves and the world around them.

Our Core Behaviors

Want to know whether you would be a good cultural fit on our team at Pilgrim? We strongly value teamwork as the fabric of our professional community. We are looking for team players who are:

Humble - They are more concerned with the success of the team than with getting credit for their contributions. Humble people are quick to point out the contributions of others and slow to seek attention for their own. They emphasize team over self and define success collectively rather than individually. Humble team players are not afraid to honestly acknowledge the skills and talents they bring to the team, though never in a proud or boastful way.

Driven - They have the desire to work hard and do whatever is necessary to help the team succeed. Their pursuit of self-improvement and desire to contribute is evident. They understand that their personal growth supports the success of their students and peers. Driven people almost never have to be pushed to work harder because they are self-motivated and diligent.

Relational - They use common sense about people and understand the importance of forming and maintaining positive relationships. Relational people value what is happening in a group situation and how to connect with others in the most effective and meaningful way. They use good judgment about how their words and actions impact group dynamics. They have a desire for strong connections with people in order to contribute to effective teamwork and a collaborative environment.

Our Anchors

Want to know what sets Pilgrim apart in our approach to education? You would be a great fit if your beliefs and practices align with our three anchors below:

Joyful Experience - We foster a strong sense of community and honor traditions that bring us together. Our commitment to a healthy school environment ensures that every student feels safe and supported, while offering student choice empowers them to take an active role in their education.

Focus on Mastery - We hold students to high academic standards and provide students with a clear understanding of what they are expected to learn, where they are in the learning process, and through feedback, how to improve. Students engage in authentic and challenging learning

experiences that prioritize depth and retention over surface understanding and build future-ready skills.

Personal Attention - We celebrate every identity, creating an inclusive environment where all community members feel valued. Strong connections between faculty, students, and parents are fostered to ensure that each student is seen and known. By focusing on individual student needs, we support the unique development and success of every child in our care.

Pilgrim at a Glance

Pilgrim School, founded in 1958, is a mastery-based, college preparatory school in Koreatown with an inclusive community serving Preschool through 12th Grade.

7:1 Overall Student:Teacher Ratio	375 Students from Preschool to 12th Grade	Average Class Size is 12-15 students	57% Faculty and Staff identify as people of color
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Position Summary

The Ambassador serves as the first point of contact for all visitors, students, and callers to the school, ensuring a warm, welcoming, and professional environment at all times. This role is responsible for managing front office operations, including greeting and directing visitors, handling incoming calls and messages, processing mail and packages, and maintaining organized office systems and materials. The ideal candidate demonstrates excellent communication and organizational skills, maintains confidentiality, and works collaboratively to support a positive and efficient front office environment.

Major Areas of Responsibility

General Office:

- Warmly greet all visitors to the school and direct them to the appropriate place or person
- Answer all incoming telephone calls, directing callers as appropriate, and monitoring office voice mailbox
- Handling incoming/outgoing mail/packages
- Maintain copy machine to assure it is always in working condition
- Maintain office files and forms
- Performing general office duties as needed including photocopies, faxes, and scanning
- Organizing and restocking appropriate brochures on the front office rack
- Maintaining the office in an organized and presentable manner at all times
- Manage attendance email and parent phone calls regarding student attendance
- Input detailed attendance on the system and manage recorded/unrecorded inputs from teachers
- Generate absent unexcused report and contact parent via phone and/or email for parental excuse consent
- Maintain lunch and early dismissal log as directed by Dean of Students
- Maintain a positive, friendly and professional environment

Student/Parent/Volunteer/Staff Support:

- Attending to students' medical needs when the nurse is not present
- Communicating all upcoming school calendar events to parents, students, faculty and visitors
- Identifying all pick-up designated persons for dismissal
- Preparing Elementary Friday packets for distribution

- Collecting all volunteer forms
- Maintaining current school activity announcements

Supply Management:

- Conducting an inventory of all school/office supplies in the month of August and ordering items as needed to begin the school year
- Conducting monthly inventory and ordering supplies as needed throughout the year

Visitor/Security:

- Checking visitor calendar, confirm all visitors check in and out of the front office
- Verifying with security whereabouts of any visitor who does not check in at the front office in a timely manner

Facilities:

- Communicating with facilities via radio for immediate or emergency needs (e.g., spills, water leaks)
- Communicating with facilities via email for classroom needs and hazardous requests

Preferred Background

- Experience with schools or office management.

Salary Range and Benefits

The salary range for this position is \$22-25/hour, depending on experience and qualifications. We offer a full and robust range of medical, dental and vision benefits, participation in a 403b retirement plan, which we will match up to 4%, and life insurance. More information about all of our benefits will be provided during the interview process.

Timeline and Start Date

The deadline to apply for this position is ongoing until the position is filled. The start date for this position is August 1, 2025. Please note that employment is subject to Live Scan clearance and reference checks prior to beginning employment.

How to Apply

To be fully considered for the position, please send your resume, cover letter, and references (including a supervisor) to employment@pilgrim-school.org attention to April Perez, Executive Assistant to the Head of School

Pilgrim School provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability or genetics. In addition to federal law requirements, Pilgrim School complies with applicable state and local laws governing nondiscrimination in employment.