



JOB DESCRIPTION

Job Title	Client Success & Operations Administrator	Hours	Up to 25 hours per week (minimum 20)
Reports To	CEO	Location	On-site
FLSA	Non-exempt, Hourly (W-2 Employee)	Incentive	Bonus potential based on performance and business needs

Company Overview

Tutoring by Christine (TBC) provides high-quality academic support and test preparation services to students of all ages, with a strong focus on middle and high school learners. We are committed to personalized instruction, building strong relationships with families, and implementing systems that support both student success and tutor excellence. As our programs continue to expand, we are seeking a motivated and organized professional to support daily operations and help drive business growth.

Job Summary

The Client Success & Operations Administrator plays a key role in the day-to-day operations of Tutoring by Christine. Based on-site, this position serves as a primary point of contact for families and tutors, manages scheduling and enrollment systems, oversees student and tutor onboarding, directs the afternoon front-desk staff, and ensures instructional materials are ready and organized so that every new student and tutor is fully supported.

This role is ideal for an energetic, tech-savvy, people-focused problem solver who enjoys taking initiative, managing details, and supporting a positive client experience. The right person is friendly, self-motivated, organized, and comfortable making decisions while working closely with the business owner to support continued growth.

Schedule & Work Structure

This is a hybrid role centered on consistent, in-person daytime coverage at the tutoring center, with remote work to round out the week. On-site hours end as the afternoon front-desk staff arrive, allowing a smooth daily handoff.

- On-site (Tutoring Center)
- Standard weekly hours range from 20 to 25
- Busier enrollment seasons may require additional hours, up to approximately 35 per week, as business needs require

- The role occasionally requires availability for after-hours events (for example, webinars, workshops, and open houses)
- Any additional hours worked will be authorized in advance, tracked, and compensated
- All hours worked are recorded and paid. Work outside scheduled hours — including during approved time off or business closures — must be authorized in advance

Specific Duties & Responsibilities

Client Communication & Support

- Serve as a primary point of contact for parents and students via text, email, phone, and in-person communication
- Respond to inquiries, schedule changes, and cancellations in a professional, friendly, and timely manner
- Communicate program details, expectations, and updates clearly to families
- Support client retention through follow-up, responsiveness, and proactive problem-solving

Scheduling & Operations

- Manage private tutoring and group class schedules using Bizstim
- Coordinate tutor availability and assign students appropriately
- Handle same-day schedule changes and cancellations primarily during scheduled work hours, with occasional flexibility during busier seasons; any additional time worked will be tracked and compensated
- Maintain a master schedule for all tutoring services and classes
- Communicate any class schedule changes promptly to the website manager and social media manager so public-facing class listings and posts stay accurate and up to date
- Oversee daily flow and room usage during in-person hours to ensure smooth transitions

Student & Tutor Onboarding

- Own the onboarding process for new private tutoring students and group class enrollments from start to finish
- Enroll students in the appropriate learning platforms (Canvas, Tutoring by Christine platforms, Mathchops, etc.) and confirm access
- Conduct new tutor onboarding and orientation to Tutoring by Christine systems, procedures, and expectations
- Ensure each new student and tutor has the materials, logins, and information they need before their first session
- Communicate program updates, schedules, and expectations to tutors clearly and consistently

Materials & Resource Coordination

- Track inventory of workbooks, prep materials, and instructional resources, and reorder before supplies run low
- Prepare and organize materials for new students, new tutors, and upcoming classes and sessions

- Coordinate distribution of physical and digital materials so tutors are fully prepared for each student
- Maintain an organized system for storing, labeling, and locating materials at the center

Platform & Record Management

- Maintain accurate records across Google Drive, Docs, Sheets, Canvas, Jotforms, and Bizstim
- Ensure student rosters, attendance, and enrollment records are current and accurate

Team Coordination & Staff Supervision

- Direct and delegate to the afternoon front-desk staff, preparing clear tasks, instructions, and work to be completed before their 3:00 PM arrival
- Ensure a smooth daily handoff so the front desk and afternoon sessions run efficiently after on-site hours end
- Act as a calm, supportive, and solution-oriented point of contact for tutors and staff
- Assist tutors with operational questions, materials, and scheduling needs
- Model professionalism, flexibility, and strong communication
- Support adherence to company policies, systems, and procedures

Business Growth & Administrative Support

- Assist with enrollment tracking and capacity management
- Support implementation and refinement of systems that improve efficiency and client experience
- Occasionally assist with marketing initiatives or special projects
- Contribute ideas and feedback to improve operations and support continued business growth
- Perform other related duties as assigned by the CEO

Education & Experience Requirements

- High School diploma required; Associate's or Bachelor's degree preferred or equivalent experience
- 2–5 years of experience in education, administration, operations, or client services preferred
- Experience in a tutoring or educational setting is a plus
- Strong proficiency with Google Workspace (Docs, Sheets, Drive, Calendar) and comfort learning new technology

Competencies

- Energetic, friendly, and professional demeanor
- Strong people skills with a client-service mindset
- Highly organized with excellent follow-through
- Self-motivated and proactive
- Confident problem-solver who can think on their feet
- Comfortable working in a fast-paced, student-centered environment

- Interest in growing into a higher-level operations role over time

Compensation, Time Off & Benefits

Hourly rate: \$25.00.

This is a W-2 position. You will be paid through payroll with applicable taxes withheld and covered under Tutoring by Christine's workers' compensation and New York State disability and paid family leave insurance.

Paid time off, sick leave, and paid holidays are provided to eligible employees in accordance with the Tutoring by Christine Paid Time Off Policy and applicable New York State and New York City law. A copy of the policy is provided upon hire.

Compensation is reviewed annually based on performance and business needs.

Time-off requests are subject to scheduling needs and advance approval.

Physical Requirements

Must be able to perform the essential functions of the position with or without reasonable accommodations. The following work is generally performed in an office environment with adequate lighting and controlled temperature:

Activity	Frequency
Standing on one's feet without moving about	Frequently
Walking	Frequently
Sitting	Frequently
Lifting/Carrying of objects/materials up to 15 lbs.	Sometimes
Pushing/Pulling of objects with force	Seldom
Reaching with hands/arms	Sometimes
Talking	Constantly
Hearing	Constantly
Vision, clarity from 20 inches to 20 feet or more	Constantly
Fine motor to fully utilize phone, computer, printer, scanner	Constantly

Acknowledgement

I, _____, have reviewed and understand my job description as the Client Success & Operations Administrator.

Print Name: _____

Signature: _____ Date: _____