

DOWN EAST PARTNERSHIP FOR CHILDREN

POSITION: **Program Specialist**

REPORTS TO: **CCR & R Core Services Program Manager**

CLASSIFICATION: **Non-Exempt**

HOURS PER WEEK: **40 Hours**

DATE: _____

APPROVED: _____
Executive Director

PRIMARY PURPOSE:

Provides support to the Child Care Resource and Referral (CCR&R), Family Resource Center and Operations teams. This includes intake, training, meeting support, maintaining records, and data entry.

ABILITIES NEEDED:

- Excellent computer skills
- Very detailed oriented
- Very good oral and written communication skills
- Very good organizational skills
- Ability to manage multiple tasks
- Ability to work independently but be part of multiple teams
- Strong customer service skills, including phone etiquette
- Ability to relate well to a wide diversity of families and children

WORK EXPERIENCE/REQUIREMENTS:

- 2-4 years experience as administrative assistant
- 2-4 years computer experience
- Microsoft Office and Data Entry
- Valid Driver's License

ESSENTIAL RESPONSIBILITIES:

A. Provide support to teams with:

1. Assists in designing the Professional Development training calendar and facilitates the distribution process to child care programs
2. Maintains calendar of trainings and workgroup meetings
3. Provides support in the Lending Library and Teacher Resource Room, as needed
4. Assist in the process of mailing and collecting annual CCR&R Core Services Evaluation.
5. Records minutes for CCR&R Advisory Committee, and other meetings as requested.
6. Provides intake for scholarship program and receipts vouchers for the scholarship program
7. Provides production support for letters, memos, reports, brochures and fliers
8. Copy and collate written materials
9. Scheduling, reserving sites, completing purchase order requisitions, ordering food, picking up supplies and set-up/clean-up of meetings. (as requested)

B. Database Maintenance and Entry

1. Completes the provider update process for WLS database.
2. Provides input and maintenance of program databases, WLS.
3. Inputs Professional Development registration data in WLS database.
4. Verify the workshop registration form with data in WLS.
5. Compile reports as needed.

C. Family Resource Center Support

1. Responsible for greeting clients, answering phones, receipts payments, etc. in conjunction with the Family Resource Center Specialist.
2. Processes the mail including receipting monies received in the mail.
3. Must be able to open the facility at 8 a.m. (Monday-Friday) unless notified that the building is closed or on approved leave.
4. Responsible for learning DEPC Programs and Services in order to direct families to the appropriate resource.
5. Pull registration forms from workshop registration book at the end of business on the registration deadline date.
6. Enter Front Desk Sign In sheets in Excel spreadsheet for quarterly report.
7. Provides support for Parent referral/Family First surveys.

D. Other Responsibilities

1. Attends monthly CCR&R staff meetings, DEPC staff meetings and retreats (which may include an annual out of town retreat).
2. Processes checks from check run including FSR and PSA checks (twice a month)
3. Other duties as may be assigned by the CCR&R Program Managers, Program Director, Operations Director, and/or Executive Director

EDUCATION:

- AA degree or equivalent education and experience preferred.

PHYSICAL REQUIREMENTS:

- While performing this job the employee is:
 - Frequently required to sit; use hands to finger; handle or feel objects; tools or controls; reach with hands or arms
 - Periodically required to stand, walk, stoop or kneel
 - Occasionally required to lift up to 25 pounds
- Specific vision abilities required by this job include: close vision and the ability to adjust focus to operate the computer.
- The position also requires the ability to periodically work under time pressure.
- The position requires the ability to communicate verbally with people.