

Infant/Child Enrichment Services

Equal Opportunity Employer

Job Description

Job Title: Program Support Specialist

Salary Range: \$18.68 - \$22.70

FLSA Status: Non-exempt **Hours:** 40 hours a week

Summary: Perform a wide variety of essential office duties and vital program support in a busy, multi-program social service agency. This individual is the main administrative support in this office and is responsible for ensuring a safe, efficient and pleasant environment that includes facility, materials, equipment and vehicles as well as management of special projects. In addition, the individual will provide support for the different agency programs as needed, including but not limited to the details listed below. He/she must be self-motivated, efficient, proactive, able to multitask amidst frequent interruptions to balance daily business with long and short-term projects, and prioritize duties to meet changing program and customer needs.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Front-line responsibility for answering calls to the main agency phone in order to route calls to appropriate person and/or answer routine inquiries using knowledge about the agency and local community and own knowledge of office policies and procedures.
2. Greet the public and answer initial queries regarding agency programs, directing the individual to the appropriate assistance.
3. Oversee maintenance of facility, equipment (including computers and phone system) and vehicles, including routine and emergency repairs. Provide training and problem solving support for staff; liaison for repair and maintenance personnel. May assist in computer connections, set-up, program tutorials, and general troubleshooting of issues.
4. Serve as primary liaison to the public in disseminating agency information to the community; provide general presentations at public events; distribute informational materials to various entities throughout the county. Maintain up-to-date mailing lists utilizing applicable specialty programs and distribute current community information to staff.
5. May compile and analyze a variety of program data, create graphs, charts, informational sheets, and work with program staff to create a variety of visual presentations for distribution to funders and the community.
6. Assist with varied programmatic operations to support contract compliance with attention to detail and foresight to ensure optimal quality operations.
7. Perform word processing and other clerical assistance for program staff including fiscal management of ordering and receiving goods and materials.
8. Screen incoming mail, general email, and other correspondence and route to appropriate individuals. Prepare outgoing mail. Maintain mail log.
9. Record receipts and make bank deposits. Disburse petty cash and maintain petty cash records. Assist with data entry and processing for fiscal services as allowed by GAAP.

10. Order agency supplies using standard purchasing practices and forms according to supervisor approval in order to obtain/maintain adequate stock. Inventory and maintain supply cabinets.
11. Organize and maintain public and non-program specific areas, including but not limited to waiting room toys, reading material, bulletin boards, and brochure materials. Ensure lobby is clean, sanitary, and inviting to families and children.
12. Maintain agency website, post items such as brochure and applications, and ensure all information is current and easily accessible; support social media promotions as applicable.
13. Assist with the maintenance of shared agency calendars, post holiday closures, special events, etc. Assist staff with calendar issues and questions; ensure items are current and correct.
14. Maximize office productivity through proficient use of appropriate software applications; participate in applicable trainings on or offsite as needed.
15. Formulate and follow procedures and systems for systematic retention, protection, retrieval, storage, transfer, and disposal of materials, supplies, records, and equipment.
16. Assist Programs Managers with projects as requested, coordinating events, and tracking of resources shared to community partners, parents and child care providers. .

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Design – generates creative solutions; demonstrates attention to detail.
- Problem Solving – identifies and resolve problems in a timely manner.
- Customer Service – manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for services and assistance.
- Interpersonal Skills – maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication – listens and gets clarification; responds well to questions.
- Written Communication – writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Cost Consciousness – develops and implements cost saving measures.
- Diversity – shows respect and sensitivity for cultural differences.
- Ethics – treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support – follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
- Judgment – exhibits sound and accurate judgment; includes appropriate people in decision-making process.
- Planning/Organizing – prioritizes and plans work activities; uses time efficiently.
- Quality – demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.

- Attendance/Punctuality – is consistently at work and on time; ensures work responsibilities are covered when absent.
- Dependability – follows instructions, responds to management direction; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Two years continuous experience in applicable position. Preference may be given to applicant with clerical/computer training, accounting or administrative abilities, and/or experience working in early childhood education. Must enjoy working with families and children and be willing to adjust workload and duties to meet immediate needs of the public and program staff as requested.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have strong computer skills in Database software, Internet software, Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations: Current driver's license, proof of vehicle insurance.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made for enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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