

EARLY LEARNING COALITION OF PASCO AND HERNANDO COUNTIES, INC.

JOB DESCRIPTION: Family Services Support Specialist

REPORTS TO: Family Services Supervisor

STATUS: Non-Exempt



SALARY RANGE: \$35,000 - \$48,000

The Coalition is a fully tobacco-free environment, to include the interior and exterior of all premises and Coalition-owned vehicles.

The Family Services Support Specialist is responsible for a variety of eligibility-related and administrative tasks primarily for the Family Services Department and for other departments, as needed. This position fulfills the duties of eligibility support and/or reception. This position requires initiative and independent judgment, moderately complex job skills, knowledge of office practices/procedures, basic math skills, strong verbal and written communication skills, strong customer service skills, basic computer knowledge and data entry skills. This person must have the ability to work on multiple tasks simultaneously.

Requirements:

- High school diploma or equivalent;
- Professional certificate as an administrative professional or work experience equivalent;
- Minimum of five (5) years office experience preferred;
- Ability to handle several job responsibilities simultaneously and meet deadlines;
- Knowledge of current office practices, procedures and equipment;
- Ability to use independent judgment in performing a variety of assignments and tasks;
- Computer knowledge and skills, including word processing, databases and spreadsheets;
- Ability to independently compile data and prepare accurate records and reports;
- Preferred Knowledge of Florida regulations covering the School Readiness and/or Voluntary Pre-Kindergarten programs;
- Must clear background screening;
- Ability to bend, lift and carry up to 25 pounds.

Responsibilities:

- Maintain records, lists and files, as needed or as directed.
- Able to communicate and work effectively with co-workers and the public.
- Ability to make decisions in accordance with regulations or policy.
- Achieve Child Care Resource & Referral (CCR&R) Specialist designation.
- Assume responsibility for CCR&R intakes and listings, including phone contacts, mailing, documentation, data input and records maintenance.
- Attend required trainings and CCR&R events, as directed by supervisor.

Family Services Eligibility Support

- Support Family Services department with reports, projects, etc., as directed.
- Process and maintain all VPK queues (application, enrollments, etc.) in the statewide information system.
- Answer provider and family questions regarding VPK.
- Review SR applications to determine eligibility. Assign applications to Wait List or generate funding notifications, as applicable. Notify Family Services staff of funding notifications.
- Assist VPK and applying SR families in-person, online or over the phone.
- Discuss resolution of emergency situations pertaining to VPK or SR eligibility with supervisor.

Reception Support

- Greet, organize and direct in-person guests.
- Handle routine correspondence, documents, reports and mailings.
- Answer phones and direct calls as appropriate.
- Process out-going mail; Date stamp and distribute in-coming mail appropriately, including any overnight or special deliveries; Notify appropriate staff of deliveries.
- Maintain organization and supplies in the lobby and reception area.
- Inter-office communication;
- Other duties as assigned by management.

Assignment Location:

Individuals may be assigned by management, on a permanent or temporary basis, to a Coalition office located in Pasco or Hernando County.

I, _____, have read the requirements as listed above.
I understand and accept the duties and responsibilities as described.

Employee Signature

Date

Employer Signature

Date