

Job Description: Program Support**Department: Supporting Early Education and Development (SEED)****Status: Non-Exempt****Last Revised: 9/2022****Definition**

The program support staff will be responsible for fielding phone calls, record maintenance, accepting class registration, office ordering, assisting with community outreach events, provider registrations, and general clerical duties such as data entry and supply ordering. This position will be housed at a main office or an out-posted office as needed.

Distinguishing Characteristics

This position has frequent public contact and need for excellent customer service skills.

Supervision Exercised

None.

Duties

- Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives, and contribute to the success of these areas
 - Read, understand, and apply all agency and department policy and procedures set forth in both the Agency Handbook and CCR&R Program Manual
 - Greet visitors and callers positively and professionally by offering assistance
 - Assists in registering child care providers and/or parents for classes and ensure all trainers have required registration materials and evaluations
 - Accepts provider training payments
 - Assists with preparation of training, registration of participants, and cleanup of classroom, which requires some pre-scheduled evening and weekend work
 - Participates in the development of consumer education materials
 - Formats and distributes monthly newsletter using online mass mailing software
 - Assists with needs assessments, evaluations, and other data collection duties
 - Assists with agency and various committee meeting logistics and taking minutes
 - Assist with general clerical duties of the SEED Department which includes filing, assembly of client files and occasional coverage of the front desk
 - Completes office supply and equipment inventory for offices and orders office supplies and equipment as approved. Uses Cabinet inventory system for tracking equipment
 - Assists with the organizing and recruiting staff to represent the agency at community outreach events
 - May assist with office errands to include picking up supplies, mail, etc.
 - May assist with general upkeep of large office equipment, including placing routine maintenance calls
 - May monitor all incoming and outgoing mail, including bulk mail and large shipments.
 - Monitors on-line postage, and/or post daily mail for main office
 - Open and close office based upon work schedule
 - Performs other tasks as assigned
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Entry Level Qualifications

Knowledge of:

- Online filing and records management system (i.e., Sharepoint, Teams and One Drive)
- Computer programs including Microsoft Word, Excel, Power Point, data base programs, etc., and the desire to learn new programs
- Community services for families
- Formatting flyers and online newsletter and other media
- Appropriate formatting for business correspondence

Ability to:

- Clearly and concisely, communicate using excellent verbal and written communication.
- Be organized and use effective time management
- Communicate in a positive, friendly manner to public and co-workers, using best practices in customer service
- Remain calm when confronted with busy phone lines and clients in crisis situations
- Handle numerous tasks and interruptions simultaneously

Special Requirements

- Use office equipment (phones, fax, copier, mail meter, etc.)
- Work requires some weekend and evening hours
- Be physically capable of performing all job duties (This may include lifting and carrying up to 40 lbs.)
- Must have reliable transportation to get to and from work
- Possess a valid Nevada Driver's License, and proof of insurance if using a personal vehicle for Agency business
- Bilingual preferred

License or Certificate

- Able to pass complete background check.

Benefits

- Eligible to receive Cabinet benefits for full-time staff.

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