



JOB DESCRIPTION

Job Title: **Baby Institute Support Specialist**

Reports to: Baby Institute Manager

Supervises: None

Job Code:

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting around \$15.00

Position Summary:

Performs general program support duties for the Early Learning Coalition of Orange County Baby Institute Program including but not limited to, reviewing, and scanning documentation and data entry. Duties will also include researching and compiling information, generating reports and other documents using a full range of computer software, including spreadsheets, word processing and database programs. Must maintain all coalition, provider's, and families' information/data confidential.

This position may require evening hours and Saturdays.

Essential Job Functions:

Compliance

- Ensures all Baby Institute data and forms received from families, adjunct instructors and staff are accurate.
- Ensures all invoices are received and processed accurately.
- Completes all required reporting for all sectors (monthly, quarterly, and yearly).
- Tracks all Baby Institute data in sales force.
- Completes and ensures all program supplies for all sectors are ordered and tracks all orders to ensure supplies are received.
- Tracks Baby Institute inventory maintenance and inventory reports.
- Controlling flows of equipment and supplies for Baby Institute.
- Reporting to management and advising on process improvements.
- Organizing, storing, and maintaining all Baby Institute supplies at designated/assigned areas.
- Completes initial configurations on all tablet devices for Baby Institute.
- Sends preliminary information regarding Baby Institute and all needed documentation to applicants and community partners.
- Maintains scanning and transmittal information current.
- Assist with grant proposals and renewal documentation.

- Assist with monthly budget reviews

Customer Service and Reception

- Answer incoming calls, furnishes information to the public, and forward calls when appropriate.
- Utilizes information from various sources to correspond, prepare reports, or provide information to the public or staff.
- Provides assistance to the reception area as needed.

Administrative Support

- Collects and prepares information for data entry, reports, case records, form letters, agenda, agreements, and other applicable materials for the review of department supervisor.
- Ensures data and information received from Outreach & Alumni Specialist match and is accurate.
- Assists with the enrollment of families as needed.
- Collaborates with team members in the preparation of correspondence, memoranda, reports, and other documents as applicable or needed.
- Maintains files and records in good order and keeps current information readily available to others while following Coalition policies and procedures. This may include copying, record retrieval and storage, or other routine record keeping activities.
- Sets up and maintains participant's file to ensure all proper documentation is obtained and shared per Coalition policy.
- Collaborates with team members in the maintenance of electronic records.
- Assists in event coordination.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:

- Ability to organize own work, coordinate projects, set priorities, meet deadlines and follow-up on assignments with a minimum direction.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to maintain a cooperative working relationship with a variety of constituents.
- Knowledge of English business language and ability to communicate clearly and concisely, both orally and in writing.
- Ability to effectively communicate sensitive information.
- Ability to exercise sound judgment within established guidelines.
- Understanding of adult learner.
- Demonstrated knowledge of child development and appropriate childcare practices and knowledge of Florida state standards and requirements.
- Ability to work flexible/hours schedule i.e. **This position may require evening hours and Saturdays.**

- The employee is frequently required to stand; walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision.
 - Ability to solve problem and deal with a variety of variables.
 - Proficiency in the use of computer software (Microsoft Office Suite). Ability to navigate the Internet.
 - Must possess a valid Florida Driver's License with ability to travel to and from work, make providers visits and to travel to off-site locations.
 - Professional appearance and presentation.
 - Ability to work and communicate effectively with people from various multi-cultural backgrounds and socio-economic levels.
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Education and Experience:

- Associates Degree (AA) or a minimum of two years of college with at least 5 years of progressive office support experience.
- Demonstrates strong organizational skills with the ability to set priorities, meet deadlines under pressure and effectively multi-task.
- Possesses strong written and oral communication skills.
- Demonstrates ability to prioritize projects.
- Demonstrates ability to make minor updates and postings on websites.
- Demonstrates ability to perform light accounting procedures.
- Bilingual – knowledge and ability to communicate in English and Spanish language both verbally and in writing beneficial.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

Send Cover Letter and Resume to:
msanchez@elcoc.org

By Fax to 407- 749 - 0287

By Mail to:
Early Learning Coalition of Orange County
Attn: Marah Sanchez
Human Resources, Office & Technology Manager
7700 Southland Blvd. Suite #100
Orlando, FL 32809