



## JOB DESCRIPTION

Job Title:	<b>Program Support Specialist</b>
Reports to:	Provider Program Manager
Supervises:	None
Job Code:	075
FLSA Status:	<input type="checkbox"/> exempt <input checked="" type="checkbox"/> non-exempt <input checked="" type="checkbox"/> full-time <input type="checkbox"/> part-time <input type="checkbox"/> other
Salary Ranges:	Starting around \$17.00

### Position Summary:

Performs specialized program support duties for the Early Learning Coalition of Orange County Programs Departments. These duties include, but are not limited to, reviewing, modifying, and archiving documentation and timely data entry. Duties also include researching and compiling information, generating reports, and other training documents using a full range of computer software, including spreadsheets, word processing, and sophisticated database systems. This position requires independent decision making related to ELCOC participants programmatic and training needs. It includes advisement and follow-up and direct support of clients. Assists with the reception area as needed. This position will be responsible as directed for the inventory, requisition, and the reception area for the Programs scheduled events/activities. The ELCOC is open during evening hours and Saturday. Must maintain all Coalition, participants', and families' information/data confidential.

***This position may require evening hours and Saturdays.***

### Essential Job Functions:

#### Compliance

- Ensures data and information received from participants is accurate.
- Ensures programs' participant information is tracked and maintained accurately.
- Initiates correspondence with programs' participants or designee regarding enrollment updates and changes.
- Tracks all training changes via transmittal.
- Ensures all programs' participant's credentials/demographics are current and in the database.
- Sends preliminary information regarding the programs' activities, trainings, and events and all needed documentation to participants, trainers, and or designee.

**Customer Service and Reception**

- Answer incoming calls, furnishes information to the public, and transfers calls when appropriate.
- Places outgoing calls to schedule appointments.
- Meets and assists customers, trainers, and programs' participants with activities enrollment, certificates, and detailed information.
- Gathers and/or verifies programs' participants eligibility information.
- Records and/or verifies programs' participants' credential/demographic information.
- Utilizes information from various sources to correspond, prepare reports, or provide information to the public or staff.

**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 instructors/staff and programs' participants match and is accurate.
- Assists with the enrollment of programs' participants 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 programs' participants' and participant's file to ensure all proper documentation is obtained and shared per Coalition policy.
- Collaborates with team members in the maintenance electronic records.
- Assists in event coordination.
- Provides assistance to the reception area as needed.

(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.)

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**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 participants 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) required or at least 5 years of progressive office support experience. Bachelor's degree preferred.
- 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.)*

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Send Cover Letter and Resume to:

[crivera@elcoc.org](mailto:crivera@elcoc.org)

By Fax to:  
407-749-0287

By Mail to:  
Early Learning Coalition of Orange County  
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HR & Office Assistant  
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