

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE H
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

PROGRAM SPECIALIST, EARLY CHILDHOOD EDUCATION

BASIC FUNCTION

Performs a variety of office, administrative, support, customer service, and/or program support duties requiring knowledge of the Early Childhood Education program, its policies, procedures, and operations; creates and maintains files; and prepares various reports.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for providing support to the Early Childhood Education (ECE) program. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Serves as point of contact for students, staff, faculty, and the public for the program; greets and directs visitors; screens and transfers calls to appropriate office; provides information and responds to questions from students, staff, and the public regarding the program's policies and procedures; receives complaints and serves as a liaison for the faculty, staff, students, parents and/or public.
2. Prepares correspondence on a variety of matters; composes or prepares letters, memoranda, and related materials; performs data entry utilizing specific data formats and various software; checks and reviews data for completeness and conformance with established processes and procedures.
3. Provides facilitative support to the California Department of Social Services Community Care Licensing Program Analysts conducting compliance visits on the program's operations and services.
4. Reviews student eligibility hire packets for completeness and accuracy; screens applications for student employee eligibility.
5. Orders, inventories, stores, and issues supplies; tracks and verifies invoices; prepares requisitions and purchase orders; prepares and monitors work orders.
6. Provides administrative assistance to the ECE center manager in maintaining special ECE programs, assessments, and the National Association and Education of Young Children (NAEYC) portfolio.
7. Provides assistance to students in the use of the ECE center and its equipment and services.
8. Plans, organizes, and participates in assigned special events.
9. Participates in District-provided in-service training programs.
10. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. General child development center practices, procedures, and protocols.
2. General business and administrative practices and processes.

3. Use of terminology related to early childhood development programs.
4. Business letter writing and the standard format for reports and correspondence.
5. Applicable federal, state, local, and/or related policies, codes, regulations, technical processes, and procedures including California Community Care Licensing Title 22 and others related to ECE programs and the operations of a child development center.
6. NAEYC accreditation standards.
7. Business mathematics.
8. Principles and practices of data collection and report preparation.

Ability to:

1. Assist in coordinating child development program operations and activities.
2. Interpret, apply, and explain administrative and ECE policies and procedures.
3. Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and adult and/or child cardiopulmonary resuscitation.
4. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
5. Provide varied and responsible office administrative work requiring the use of tact and discretion.
6. Understand and carry out oral and written directions.
7. Make accurate mathematical computations.
8. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
9. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
10. Exercise independent judgment within general policy and procedural guidelines.
11. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
15. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of experience providing support to a child development center program; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

First Aid (basic/pediatric) and basic CPR (adult/child/infant/AED) Trainings, which must be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and

closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.