Leadership • Collaboration • Support

JOB TITLE: Early Learning Program Support Specialist

CSEA Salary Schedule, Range 27

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under the direction and supervision of the Senior Director, Early Learning, the Program Support Specialist coordinates business services support to early learning and care providers and facilitates the work and activities of the Solano Shared Services Alliance. The Program Support Specialist implements Solano County Office of Education (SCOE) programs that support, train, troubleshoot, and provide technical assistance to family childcare owners/operators and center-based early learning and care staff related to business operations and services included in Solano's Shared Services Alliance. The Program Support Specialist is part of and works in partnership with the SCOE Early Learning team, the Educational Services department, and community partners, to engage preschool programs and childcare providers, and supports a variety of SCOE's Early Learning projects.

JOB REQUIREMENTS AND QUALIFICATIONS

- Possession of an Associate's Degree or a combination of education and training related to business management, education, or early learning and care, which demonstrates the ability to perform the duties and responsibilities as described.

- Possession of a valid California state driver's license.

- Ability to effectively communicate in both oral and written form, including ability to prepare clear and concise written communications and make oral presentations.

- Experience in training adult learners, preferred.

- Ability to establish and maintain effective work relationships with fellow employees, early learning and care providers, administrators, agency contacts, and the general public and handle confidential materials with discretion.

- Ability to learn to interpret and apply administrative and departmental policies, laws, and regulations.

- Basic understanding of childcare licensing and regulations preferred.

- Ability to research online business management systems, technical manuals, and guides to respond to questions and problem-solve web-based management system technical issues.

- Ability to plan and execute project tasks and implement supportive childcare business program rollouts.

- Must possess an understanding of information technologies, including networking, database programming, and systems design, along with balanced views of their uses in business context.

- Ability to understand and follow complex directions, both oral and written.

- Demonstrated ability to take initiative, problem-solve, and work independently, as well as collaboratively, as part of a team.

- Ability to interact and communicate effectively with adults from diverse cultural an socioeconomic backgrounds.

- Must maintain and provide proof of current immunization against influenza, pertussis, and measles.

- Must be able to work occasional evenings and weekends as needed, due to training and site visits.

- Maintains a valid driver's license, reliable transportation, and insurance; travel is required for this position, and travel expenses will be reimbursed.

- Proficient knowledge of standard office machines, computers and software, including spreadsheets and data systems.

- Basic knowledge of early childhood business operations preferred.

ESSENTIAL DUTIES

- Provides business support, monitoring, technical assistance, and training to childcare businesses, operators, and staff, in the use of a business management system and other related services. This includes the successful use of telephone systems and web application systems.

- Supports SCOE's Early Learning team with Early Learning projects and maintains a professional role in representing the Early Learning team and SCOE with Early Learning and Care providers and community partners.

- Develops and maintains positive working relationships with SCOE staff, school district staff, child care providers, and partner organizations.

- Organizes and facilitates collaborations, including agenda planning, conducting formal meetings, and other program support (i.e., Solano Shared Services Alliance).

- Assists providers in remote/local support and using existing support resources, including online material, and available documents or manuals.

- Assists and trains personal computer users on an individual or group basis with various questions related to software applications or personal computer operations.

- Collects and maintains data accurately in the business management system, in a timely manner to measure, document, and report the progress of participants.

- Supports local and deployed devices such as iPads or other devices issued to childcare businesses.

- Participates in regular SCOE Educational Services and Early Learning staff meetings to plan, coordinate, and implement operations of these programs.

MARGINAL DUTIES

- Conducts and assists in the regular audits and reports within the web application.

- Reviews software licensing compliance.

- Maintains existing technology equipment, or software for application support.

- Checks software versions and compatibility with organization standards.

- Performs related duties as required.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (15%)   Walking (15%)   Sitting (70%)

Body Movement (Frequency):

None (0)   Limited (1)   Occasional (2)   Frequent (3)   Very Frequent (4)

Lifting – lbs. (0-40)   Lifting (2)   Bending (3)

Pushing and/or   Reaching   Kneeling or
Pulling Loads (1)   Overhead (2)   Squatting (3)

Climbing Stairs (2)   Climbing Ladders (0)