

Early Childhood Support Specialist

Office Location: Mosinee / Central Wisconsin

Childcaring, Inc. is hiring a full-time Early Childhood Support Specialist, working throughout our 10-county service area including Adams, Clark, Langlade, Lincoln, Marathon, Marquette, Portage, Taylor, Waushara, & Wood Counties.

The Early Childhood Support Specialist's responsibility is to support staff with office administrative duties; provide referrals and education to parents seeking child care; and provide technical assistance to child care providers. Additional responsibilities may include marketing and communication efforts within the agency. This individual is responsible to collect, update, maintain and compile data related to the child care system. The purpose of this role is to support Childcaring's mission of supporting quality early childhood education and care by empowering a community of individuals who care for and nurture children.

The starting wage for this position ranges from \$18.00 to \$20.00 per hour and is based on experience and qualifications. This is a 40-hour per week position with a Monday through Friday schedule (occasional evening and weekend hours with advance notice).

The typical work environment is an office setting in Mosinee, WI; remote work options may be available.

Essential Functions:

Support Childcaring's mission/goals and become knowledgeable with policies/procedures.

1. Field phone calls/emails and assist with resource and referral requests, noting verbal disclaimer of referrals given but not recommendations.
2. Provide parents with unbiased child care referrals and information on how to choose quality child care including consumer education and referrals to other appropriate human service and community resources.
3. Collect, update, maintain and compile data related to the child care system. Maintain Salesforce database with at least 85% accuracy.
4. Provide support services to parents, potential providers and existing child care programs, as requested or assigned, including creation and distribution of the weekly email blast.
5. Use a variety of methods/tools to recruit providers to serve identified gaps in care and work toward retention of regulated child care providers.
6. Assist with coordination of community event registrations, prepping materials, and attend community events to represent the agency.
7. Assist with grant writing, reports, surveys and other types of correspondence as assigned by the Executive or Assistant Director within the specified timeframe for project.
8. Assist with coordination, marketing, social media and evaluation of training programs, conferences, and other events for parents/providers.
9. Manage special projects as assigned by the Executive Director or Assistant Director.
10. Be an active participant and agency spokesperson in meetings, trainings or conferences related to responsibilities of position and collaborate with local and statewide stakeholders including parents, caregivers, regulators, family resource centers, Head Start, school districts, businesses/employers, WI Technical Colleges, Universities and other agencies.
11. Safely and efficiently create a work environment that enables high quality training and consulting. Responsible for performing all work tasks in a safe manner and in accordance with organizational policies and procedures.
12. Required to be a team player and collaborate with various staff members to exceed customer satisfaction.

Other Duties :

- Participate in Childcaring Staff Meetings
- Understands and adheres to agency personnel policies
- Understands agency mission and represents same to public

Qualifications:

To perform this job successfully, an employee must be able to perform each essential duty satisfactorily and must:

- Possess an intense interest in good outcomes for young children & their families
- Maintain a high level of confidentiality
- Keep up with current technology demands
- Produce accurate, detailed notes and reports
- Demonstrate a strong sense of customer service
- Can create reports, business correspondence, and update manuals to reflect program changes
- Possess a willingness to maintain office hours and work evenings & weekends as necessary
- Must reside within the service delivery area; regular travel throughout the local region and across Wisconsin is a required part of this position.

EDUCATION and/or EXPERIENCE:

- Associates Degree from a college or university; one to two years related experience and/or training in Early Childhood, Education, Communication, Social Work or related field.
- Prefer experience in early childhood; and knowledge related to child care system (specifically regulations, public agencies and child development)
- Computer experience, proficient in Microsoft programs and ability to type.

Licenses, Certifications, Authorizations Required:

- Must have a valid driver's license
- Must have an insured vehicle
- Must meet insurability requirements
- Approvable Criminal Background Check

We offer a benefit package, including:

- Health insurance
- Retirement
- Vacation
- Personal leave
- Paid holidays
- Sick leave
- Opportunities for continuing education, conferences, and classes
- Flexible work schedule

To apply for this position:

- Send a cover letter and resume to kelly@childcaring.org
- We would like to hire for this position as soon as possible or until we find the best candidate.

Childcaring is an equal opportunity employer.

