

JOB DESCRIPTION

POSITION TITLE:	IECP Services Liaison
FLSA STATUS:	Non-Exempt
SALARY RANGE:	\$15 - \$18 per hour
DEPARTMENT:	Institute for Early Childhood Professionals
DATE:	May 19, 2017

POSITION SUMMARY

This position provides administrative support to the Early Learning Coalition's Professional Development and Provider Services Departments located at the Institute for Early Learning Professionals (IECP). This position requires an individual who delivers a high level of customer service to ensure a positive relationship with all customers, can work independently, communicate effectively in writing and orally, understand and implement procedures and practices, and demonstrate attention to detail and accuracy in their work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Respond to requests for information from customers in accordance with designated timeframes.
- Maintain current and accurate information in the multiple agency databases.
- Attend all meetings/in-service trainings, as requested or required, in a punctual and professional manner.
- Complete all reports in a timely and comprehensive manner as required.
- Adhere to all Coalition personnel policies and procedures.
- Work cooperatively with groups of providers, partner agencies, staff members and the community.
- Provide excellent customer service to both internal and external customers to include:
 - Prompt and courteous response to provider inquiries via telephone and email.
 - Prompt and courteous response to inquiries from other staff via telephone and email.
- Interact as part of a team by exhibiting dependability, cooperation, initiative, and punctuality.
- Ability to organize data for presentation in reports, documents, and other written materials.
- Assist with all special assignments, research, and report preparation. Participates in the organization of special activities/events related to the services of the Institute for Early Learning Professionals.

- Communicate in a courteous and respectful manner to provide quality customer service and ensure a positive relationship in interactions with all employees and customers.
- Must be able to work on a consistent basis with regular attendance and punctuality, and be willing and able to handle all the duties and responsibilities of this position on a daily basis.
- Perform other duties that may be necessary to maintain the success of the organization, as determined by management.

COMPETENCIES:

To perform the Position successfully, an individual should demonstrate the following competencies:

1. *Adaptability/Dependability* – Adapts to regular changes in the work environment, duties and/or procedures and takes responsibility for commitments and deadlines.
2. *Analytical* – Able to analyze data and report findings, in a timely manner. Ability to understand and apply applicable rules, regulations, policies, and procedures.
3. *Communication* – Be able to communicate clearly, both oral and written. Obtain clarification of details when necessary and effectively prepare and read written information.
4. *Initiative* – Take proactive measures, to address potential concerns and/or issues, involves his/her immediate Supervisor as appropriate. Committed to empowering themselves and others to solve their own problems.
5. *Interpersonal Skills* – Focus on conflict resolution and maintain confidentiality. Provides constructive feedback and accepts the same, willing to listen. Ability to establish and maintain effective working relationships with others.
6. *Judgment* – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
7. *Planning/Organization* – Prioritizes and plans work activities; uses time wisely. Must be able to clearly organize electronic and hard copy files, and manage multiple priorities, multi-task. Ability to plan, organize, and coordinate work assignments.
8. *Professionalism* – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
9. *Quality* – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
10. *Teamwork* – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.

QUALIFICATIONS

1. A minimum of a high school diploma and three years of experience working with the public
2. Must be bilingual in English/Spanish
3. To perform this Position successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
5. The current hours for this position are Monday, Wednesday, Thursday and Friday 8:30am to 4:30pm, Tuesday 11:30am to 7:30pm and the third Saturday of the month from 9:00am to 1:00pm. However these are subject to change based on IECF needs and events.
6. Able to work flexible hours when required by management.

7. Valid Florida's driver license is required.
8. Must be able to sit for prolonged periods of time at a desk, utilizing a computer and review online and paper documents. The employee will also be required to lift and move up to 25 pounds.

The statements in this Job Description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement: *I have read and understand the responsibilities of this position. If I find that I cannot perform these duties, I will notify my supervisor immediately.*

Employee Signature _____

Employee Name _____ Date _____