

**JOB DESCRIPTION**

**PROGRAM SUPPORT SPECIALIST**

**(Provider Services)**

Under the supervision of the child care services supervisor (provider services), the program support specialist (provider services) shall be responsible to:

1. Maintain, monitor, and order office supplies and miscellaneous items via the electronic requisition system (e-req) as needed by creating a tracking inventory system and liaison with the purchasing department.
2. Facilitate the repair of all unit copy machines, printers, and other office equipment.
3. Assemble agreement packets for distribution to providers as needed.
4. Make copies for miscellaneous projects, create files, and binders.
5. Assist with enrollment of child care providers including outreach and collecting documentation needed for enrollment.
6. Outsource quotes for printing mass mailout materials, label envelopes, and arrange pick up.
7. Create and maintain quarterly spreadsheets for tracking of provider’s information on file that may have expired.
8. Upload and maintain new and current documents in database and assist supervisors with updating Title V binders.
9. Pull files for internal and external audits and assist with the scanning of documents requested by auditors.
10. Take and transcribe unit meeting notes.
11. Assist with customer service desk coverage and related functions as needed.
12. Assist with processing of incoming and outgoing mail in the absence of the mail clerk.
13. Create volumes for active files and prepare disenrolled files for warehouse storage.
14. Assist other units with data collection activities and other department projects as needed.
15. Maintain record of critical correspondence.
16. Assist with translating documents if fluent bilingual.
17. Other duties as assigned.

**EMPLOYMENT STANDARDS**

**Required Education and Experience:**

• High school graduate or equivalent.

• Minimum two years varied secretarial or general clerical support experience.

**Preferred Criteria:** Fluent bilingual (English/Spanish) skills.

**Knowledge and Abilities:** Good typing skills. Knowledge of Windows environment such as Word, Excel, and PowerPoint. General knowledge of standard office equipment, procedures, and filing. Ability to work with minimum supervision and effectively follow written and verbal instruction. Ability to communicate effectively orally and in writing. Ability to maintain good working relationships with staff, outside agencies, and the general public. Ability to effectively generate accurate reports and documents as requested. Ability to maintain strict confidentiality.

**Physical Abilities:** Ability to effectively use hands and fingers in the use of computer keyboard and other office machines. Ability to effectively see computer screens and read data. Ability to sit at workstation for prolonged periods of time.

**License or Other Requirements:** Must submit to an agency-paid pre-employment physical examination. Employment is conditional pending satisfactory results of pre-employment physical exam.