



## **JOB DESCRIPTION**

### **PROGRAM SUPPORT SERVICES SPECIALIST** **(HEAD START)**

Under the supervision of the ERSEA Supervisor, the Program Support Services Specialist shall be responsible to:

1. Assist with activities to carry out the goals, policies, and activities designed to implement program objectives, Head Start Performance Standards, State Preschool, funding sources, and applicable regulations.
2. Work with ERSEA supervisor to implement ERSEA policies and procedures.
3. Input child and family information into computerized record keeping system; monitor, review, and verify data entry.
4. Process and update students' records as required by the various program resources and support services units.
5. Maintain effective and efficient student record inventory systems including records for children who have left the program.
6. Accept and file daily student tracking updates from centers and central sources.
7. Maintain appropriate record keeping systems, reports, and other required documents for program compliance, reviews and audits.
8. Work with children's services manager to complete the annual Program Information Report.
9. Generate program reports on a monthly basis or as needed.
10. Back-up database on a daily basis.
11. Prepare training documents and assist in developing PowerPoint, Word and Excel documents, forms and graphs as assigned.
12. Provides ongoing and effective Child Plus training and technical assistance to staff.
13. Translate a variety of program forms, procedures, reports and letters as directed.
14. Other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Required Education and Experience:**

- High school graduate or equivalent.
- Minimum of one (1) year of paid experience involving community work in the social services, human services, or early care and education field.
- Minimum of two (2) years recent experience in a data entry, secretarial, or similar highly responsible clerical position.

**Preferred Criteria:** Bilingual (English/Spanish) skills. Completed college coursework in a secretarial science.

**Knowledge and Abilities:** Typing skills of at least 40 corrected words per minute. 10-key by touch preferred. Knowledge of Windows and applications such as Word and Excel required. Knowledge of computer information management system. Ability to work with minimum supervision. Ability to effectively follow written and verbal instruction. Ability to communicate effectively orally and in writing. Ability to establish good rapport with staff, outside agencies, and the general public. Ability to effectively generate accurate reports and other documents as requested. Ability to maintain strict confidentiality.

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

**License or Other Requirements:** Must have access to a dependable auto with appropriate insurance coverage, and possess a current valid California driver's license. Must submit to a job-pertinent agency-paid pre-employment physical examination, negative tuberculosis test and criminal record background check. Employment is conditional pending satisfactory results of all required tests and background checks mentioned above. Periodic physical examinations and TB clearances will be required if hired.

**Qualified current or former Head Start Parent candidates shall receive priority when filling a Head Start position.**