

**POSITION:** Child Care Resource & Referral and Community Outreach Specialist  
**REPORTS TO:** Community Impact Director  
**SALARY:** \$32,000 - \$36,000  
**FLSA:** non-exempt

### **GENERAL DESCRIPTION**

Connect and align ELC Escambia's work with community initiatives to achieve greater community-wide impact and results for children and their families per state requirements.

### **ESSENTIAL JOB FUNCTIONS**

1. Assists the community in choosing early education and care programs through various delivery systems and generates childcare referrals from the state CCR&R system.
2. Provides follow-up contact within two business days in accordance with state guidelines.
3. Assists in maintaining a comprehensive list of childcare providers.
4. Assists in maintaining a resource center in CCR&R office of information relating to community resources available to families.
5. Creates and distributes CCR&R Parent Packets containing childcare referrals generated, to include but not limited to information on community resources, cover letter, Quality Checklist, Family Guide, and other information requested by the parent/guardian.
6. Assists in completing eligibility documentation upload for eligibility determination into the School Readiness and Voluntary Pre-Kindergarten programs.
7. Promotes and models developmentally appropriate learning activities for families.
8. Supports development and implementation of outreach campaigns.
9. Stewards' partnerships with contract and noncontract early learning and care providers and other resource providers in the community.
10. Completes reports as required.
11. Achieves CCRR certification within the first four months of employment and maintains that certification.
12. Participates in community outreach and family engagement activities.
13. Assists in planning and coordinating community outreach and family engagement activities.
14. Other duties as assigned.

*Please Note: These essential job functions are not to be construed as a complete statement of all duties performed. Employees may be required to perform other job-related marginal duties as required.*

### **MINIMUM QUALIFICATIONS**

- Minimum of 1-year experience in Customer Service and data entry.
- Skilled in customer service etiquette through various modes of delivery (electronic & face to face).
- Available to work flexible schedule to accommodate late afternoons, evenings, or weekends.
- Out-of-town travel may be required.

- This is a position of special trust and requires Level II background screening prior to employment.

### **ESSENTIAL SKILLS REQUIRED**

- Oral communication skills, including public speaking and formal and informal presentations.
- Proficient use of Microsoft Office including Outlook, Word, and Excel
- Knowledgeable of methods of compiling and organizing data
- Ability to communicate (in oral and written format) effectively
- Ability to establish and maintain effective working relationships with others
- Strong organizational skills
- Must possess a valid Florida driver's license with no record of criminal driving offense or license suspension for points accumulation

### **ESSENTIAL PHYSICAL REQUIREMENTS**

Frequently sit, stand, walk, twist at the waist, and routinely operate a computer keyboard, telephone, copier and fax machine. Lifting occasionally required (less than 20 pounds).