

# Children's Council of Watauga County, Inc.

## CCR&R Resource Specialist

### Job Description

|                                                                                            |                                                        |
|--------------------------------------------------------------------------------------------|--------------------------------------------------------|
| <b>Job Title: Resource Specialist</b>                                                      | <b>Reports to: Early Care &amp; Education Director</b> |
| <b>Department/Activity: Early Care &amp; Education, Family Support, and Administration</b> | <b>Classification: Non-Exempt</b>                      |
| <b>Supervises: None</b>                                                                    | <b>Number of hours per Week: 40</b>                    |
| <b>Hourly pay scale: \$17.50 - \$22.00</b>                                                 |                                                        |

#### Objective

To provide support to Child Care Resource and Referral program, including coordination of the agency Resource Library. The Resource Specialist welcomes and greets families who visit the organization, answers phone, routes phone calls, and helps connect families to agency resources. This position also provides administrative support to the office.

#### Responsibilities:

##### **Coordinate front desk responsibilities and the Family Resource Center.**

- Serve as the front desk attendant and face of the agency, maintaining up-to-date knowledge of all programs and services to effectively assist clients.
- Act as the main contact for families accessing the Diaper Bank, providing a welcoming experience while maintaining accurate and orderly distributions.
- Provide support to families seeking services and guests visiting the Children's Council. Maintain a friendly, supportive, respectful demeanor to all.
- Work directly with families to find community resources (internal and external) to meet their needs.
- Maintain current knowledge of community services and collaborate with outside agencies to ensure clear and effective referrals.
- Answer phones and direct calls within the organization.
- Monitor and distribute incoming emails and faxes to the appropriate staff.
- Receive and distribute the agency's mail daily.
- Accept donations from the public – ensures completion of in-kind donation form and routes to appropriate staff for acknowledgement.
- Arrange coverage for the front desk for times they are not available.
- Occasional evening and weekend hours may be required to support outreach efforts and special events. Hours should be adjusted during the pay period to ensure you are working no more than 40 hours/week.

##### **Resource Library Manager and CCR&R Outreach Support**

- Provide administrative support to the Early Care & Education Director and CCR&R staff for program outreach.
- Under supervision of the Early Care & Education Director, manage all aspects of the Resource Library, a lending library for parents and Early Childhood Educators.
- Maintain accurate inventory of all resources; timely and effective rotation of kits, overdue resources, and re-stocking.
- Utilize interns and volunteers for proper sterilization of kits and materials before reshelving.
- Order and maintain inventory and appearance of all Resource Corner supplies and materials.
- Maintain database of Resource library members; keep up to date electronic records using Resource Mate software in conjunction with 'InfoFlo'. Coordinate with Operations Manager to manage switching of database systems by the end of FY 25-26.
- Provide quarterly reports about usage/activity to Executive Director.

#### Finance Duties

- Responsible for checking proper coding of financial transactions for the organization; following Smart Start Cost Principles.
- Responsible for recording in-kind and match donations to the organization using Candi software and prepare the partnership quarterly reports for in-kind and cash contributions and submit them based on NCPC and Partnership policy and Smart Start Quarterly Reporting System (SSQRS).
- Work with the finance team to manage the cash log: Record donations, checks and/or cash received on the agency's cash log.
- Prepare and make deposits at least twice a week.

#### **Office systems management**

- Responsible for maintaining and purchasing the agency's general office and janitorial supplies.
- Oversee facility cleaning & organization of supplies and materials.
- Responsible for keeping the lobby and front desk area clean, organized and welcoming for clients and visitors.
- Remain knowledgeable about and serve as a backup point person for agency's office systems: phone, internet, security, etc.

#### **Administrative Support to the Executive Director**

- Maintain Board of Director's files and documents, including board minutes, board packets, committee minutes, and board member files and paperwork.
- Help the Executive Director prepare for board meetings by gathering materials, preparing copies of board packets and securing meeting space for monthly meetings (when not virtual and as requested).
- Other administrative tasks as needed by the leadership team, including support for program directors.

#### **Education/Experience:**

- Experienced administrative professional.
- Experience in early childhood education or family support could be beneficial.
- Experience with Microsoft Office, Microsoft Publisher, Excel and other office platforms.
- Familiarity with operating office equipment (copiers, printers, postage machines, etc.).

#### **Qualities:**

- Highly organized and efficient time manager.
- Friendly and welcoming personality.
- Able to multi-task and function well with multiple interruptions.
- Attentive to details.
- Able to keep the lobby area neat, clean, organized and free of clutter.
- Dependable.
- Comfortable learning and adapting to new software and digital tools quickly.
- Proficient in using technology to improve efficiency and communication.
- Demonstrated ability to effectively use Microsoft Office Suite, databases, and other software and cloud-based tools.
- Bilingual skills preferred, with the ability to work effectively with interpretation and translation resources to ensure clear communication with all clients.
- Prompt and reliable. Office hours are 8:00 a.m. to 5:00 p.m. and open to the public Monday- Thursday 8:30 a.m. to 4:30 p.m. and Friday 8:30am-2:30pm.

The above job description includes, but is not limited to, the above information. I have read the job description and have been given an opportunity to ask questions and offer suggestions. I understand that I am responsible for the responsibilities listed, and that my performance of these responsibilities will be included in my performance evaluation.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_