

Preschool Promise, Inc.

JOB DESCRIPTION

TITLE: Family Services Specialist

EFFECTIVE DATE: March 2020

FLSA CLASSIFICATION: Exempt

LOCATION: Dayton, Ohio

REPORTS TO: Director of Operations

GRADE LEVEL:

POSITION TYPE: Full time

PRESCHOOL PROMISE VISION

All Montgomery County, Ohio children are ready for kindergarten.

PRESCHOOL PROMISE MISSION

Preschool Promise ensures that children are ready for Kindergarten by equipping Preschools and families with exceptional support, coaching, and education.

PRESCHOOL PROMISE COMMITMENT TO EQUITY

Preschool Promise is committed to addressing racial and social inequities in all we do; this position will help lead and support efforts to implement policies and programs to ensure equity.

SUMMARY/OBJECTIVE OF THIS POSITION

The Family Support Specialist will support the Director of Operations in improving engagement of current and future preschoolers by: working with the Operations team to provide the highest quality customer service to potential and current Preschool Promise families, as well as accessing and entering data to provide accurate and timely information to families to answer questions or provide assistance. This will be done through 1) using effective lines of communication with families to be able to answer questions or find the answers to questions 2) using a customer relationship management database called *SUGAR* to assist with accessing and entering data needed to assist families with their questions or needs 3) acquiring and using extensive knowledge of the application processing and tuition assistance eligibility determination process to assist families 4) using enhanced customer service skills to provide support to families 5) gathering and accessing knowledge of Preschool Promise providers various funding streams, how they are used, and eligibility requirements.

ESSENTIAL FUNCTIONS

The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

Preschool Promise, Inc.

JOB DESCRIPTION

- 1) **Use effective lines of communication with families to answer questions or find answers to questions.**
 - a) Answer, respond or redirect all calls from families inquiring about the application process, status of their application, missing documentation and any other questions families may have regarding the application process.
 - b) Communicate with families regarding the status of their application.
 - c) Build relationships with providers to ensure effective and efficient communication to gather essential information to assist families.
 - d) Troubleshoot application questions and discrepancies with Preschool Promise providers.
 - e) Participate in planning and review sessions of the Preschool Promise application process.
- 2) **Use customer relationship management database (*SUGAR*) to assist with accessing and entering data needed to assist families with their questions or needs.**
 - a) Accurately input all notes or other pertinent information regarding a child's application after corresponding with a family.
 - b) Use *SUGAR* to access information regarding a child's application or other information needed to assist families or providers.
 - c) Continuously improve competency with *Sugar* by attending training, webinars, and communicating with the Metrix IQ team.
 - d) Work with the Preschool Promise, Metrix IQ and Star Attendance card vendor to continually improve the backend technology systems for data entry and application processing.
 - e) Coordinate and attend provider enrollment events to support the application process for eligible children.
- 3) **Acquire extensive knowledge of processing applications and tuition assistance eligibility determination process to assist families.**
 - a) Work with the Operations team to understand how Preschool Promise applications are processed and how tuition assistance is determined including, but not limited to: eligibility requirements for Preschool Promise, how income is calculated for various families, required documents to apply for various Preschool Promise programs, and other nuances of the application process for various Preschool Promise providers.
 - b) Work with the Payment and Data Specialist to understand the online family application and the various logic flows within the application to assist families with this process.

Preschool Promise, Inc.

JOB DESCRIPTION

- c) Be the main point of contact for Montgomery County Department of Job and Family Services when requesting and accessing Publicly Funded Child Care verifications for children applying for Preschool Promise.
 - d) Accurately input all data received from the Montgomery County Department of Job and Family Services regarding a child's publicly funded childcare status and information.
 - e) Work with the Awards and Eligibility Specialist to meet with the Montgomery County Department of Job and Family Services throughout the year to stay up to date on eligibility requirements and other updates regarding Publicly Funded Child Care.
- 4) Use enhanced customer services skills to provide support to families.**
- a) Follow up on all inquiries from families regarding Preschool Promise and the application/enrollment process in a timely manner.
 - b) Develop systems to ensure correspondence is timely and accurate with families and providers.
 - c) Competency with One Talk to be able to transfer/redirect all calls, texts, etc. to the correct Preschool Promise staff member when necessary.
 - d) When necessary, assist Marketing team with following-up on leads and the leads process.
 - e) Assist the Preschool Promise team with various projects and other duties when appropriate.
- 5) Gather and access knowledge of Preschool Promise providers various funding streams and eligibility requirements.**
- a) Work with the Operations team and Preschool Promise providers to understand how various Preschool Promise providers are funded, eligibility requirements for various funding streams, and how families can access various funding streams.
 - b) Work with the Operations team to better understand various program options and funding streams available at programs to be able to better answer questions from families and assist the Enrollment and Attendance Specialist.
 - c) Meet with Preschool Promise programs throughout the year to build relationships and better understand their programming options.
 - d) Assist the Family Services Specialist with gathering data regarding the Ohio Department of Education Early Childhood Education expansion slots

Preschool Promise, Inc.

JOB DESCRIPTION

COMPETENCIES REQUIRED

- Experience in Microsoft Office programs (e.g., Excel, PowerPoint)
- Ability to work with people from different ethnicities/racial identities and socio-economic statuses
- Ability to implement and manage multiple projects at one time
- Ability to work with complex systems and operationalize improvements
- Ability to express ideas effectively using verbal, nonverbal and writing skills
- Ability to make critical judgements and perform complex tasks independently
- Strong time management skills
- Strong conflict management skills to avert problem situations and resolve conflicts
- Strong interpersonal skills and customer-service orientation

REQUIRED EDUCATION AND EXPERIENCE

- Previous experience in customer service with diverse populations

PREFERRED QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Bachelor's degree
- Previous knowledge of the Preschool Promise Program
- Formal training in Microsoft Word
- Knowledge of publicly funded childcare processes and options, including PFCC, Head Start and Early Childhood Expansion slots
- Previous work with databases, specifically SUGAR CRM
- Knowledge of the City of Dayton/Montgomery County early childhood community

WORKING CONDITIONS

Exposure to the following conditions may range from remote to frequent based on circumstances and factors that may not be predictable.

- Potential for exposure to blood borne pathogens and communicable diseases
- Interaction with disruptive, unruly, and/or menacing individuals
- Duties may require operating and/or riding in a vehicle
- Duties may require extended time using a computer terminal and keyboard
- Duties may require considerable telephone contact and paperwork
- Duties may require working under time constraints to meet deadlines
- Duties may require working during the evening and/or weekend

Preschool Promise, Inc.

JOB DESCRIPTION

PHYSICAL DEMANDS OF THE POSITION

- Ability to travel to meetings and work assignments
- Ability to maintain an acceptable attendance record and be punctual
- Ability to meet all mandated health requirements (e.g., negative tuberculosis test, etc.)

TYPICAL WORK HOURS

- Standard Monday-Friday work days
- Flexible work schedule to account for weekend and evening work commitments

TRAVEL REQUIRED

- Travel within Ohio and out-of-state may be required for select training events, conferences, and professional development

NON-DISCRIMINATION POLICY

Preschool Promise shall not discriminate because of race, color, religion, sex, sexual orientation, gender identity, ancestry, national origin, military status, place of birth, age, marital status, or disability in any of its activities or operations. These activities or operations include actions against any employee, applicant for employment, subcontractor or vendor; or applicant for preschool services, family, or child in its preschool programs or activities. We are committed to providing an inclusive and welcoming environment for all families, children, and staff who are part of Preschool Promise.

FUNDING OF THIS POSITION

This position is on the payroll of the Montgomery County Educational Service Center (ESC) and requires an annual contract between the employee and the Montgomery County ESC.

Preschool Promise, Inc. funds this position through a legal agreement with the Montgomery County ESC to lease employees to accomplish the Preschool Promise vision and mission.

Preschool Promise, Inc. receives core funding from the City of Dayton and Montgomery County through tax revenues.

If interested in this position, please send a resume to Ashley Marshall, Director of Operations – ashley.marshall@preschoolpromise.org