

CLIENT SUPPORT SPECIALIST JOB DESCRIPTION

TITLE: Client Support Specialist

EFFECTIVE DATE:

FLSA CLASSIFICATION: Exempt

LOCATION: Dayton, Ohio

REPORTS TO: Enrollment Manager

GRADE LEVEL:

POSITION TYPE: Full time

PRESCHOOL PROMISE VISION

All Montgomery County, Ohio children are ready for kindergarten.

PRESCHOOL PROMISE MISSION

Preschool Promise partners with families, providers and community leaders so that all children have high-quality early childhood experiences from Prenatal through Age 5.

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 POSITION

The Client Support Specialist will support programming across all Preschool Promise departments in improving engagement of current and future teachers, partners, and preschoolers by: working with the Operations team to provide the highest quality customer service to potential and current Preschool Promise families, partners and teachers, as well as accessing and entering data to provide accurate and timely information to individuals to answer questions or provide assistance. This will be done through 1) using effective lines of communication with clients to be able to answer questions or find the answers to questions 2) using a customer relationship management database 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, providers, partners, and teachers 5) gathering and accessing knowledge of Preschool Promise providers various funding streams, how they are used, and eligibility requirements. 6) Aligning information from all departments to complete internal program applications, relay information regarding Preschool Promise program changes and requirements for families and provider programming, and processing applications when necessary.

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.

- 1. Use effective lines of communication with families, partners, and teachers to answer questions or find answers to questions.**
 - a. Answer, respond or redirect all calls 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 participants, partners, and teachers across all programs in Preschool Promise.
 - c. Build relationships with providers to ensure effective and efficient communication to gather essential information to assist families and enhance their participation in Preschool Promise. Assist with gathering social media content when working with providers and in the community, to highlight the work providers are doing.
 - 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 to assist with accessing and entering data needed to assist families and participants with their questions or needs.**
 - a. Accurately input all notes or other pertinent information regarding a child, teacher, partner or provider application after correspondence.
 - b. Use the CRM database to access information regarding a child's application or other information needed to assist families, partners or teachers.
 - c. Continuously improve competency with the CRM by attending training, webinars, and communicating with the database support team.
 - d. Work with the Preschool Promise, CRM database vendor and Star Attendance card vendor to continually improve the backend technology systems for data entry and application processing.
 - e. Coordinate and attend provider, partner and teacher enrollment events to support the application process.
- 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 Data Manager to understand the online family application and the various logic flows within the application to assist families with this process.

- c. Coordinate communication for the Scholars program and assist providers and teachers for signing up for Preschool Promise programming.
- 4. Use enhanced customer service skills to provide support to all departments and programs within Preschool Promise.**
 - a. Follow up on all inquiries from families regarding Preschool Promise, it's programs, and the application/enrollment process in a timely manner.
 - b. Develop systems to ensure correspondence is timely and accurate with families partners, and teachers.
 - 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 the 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 programs and it's partners including 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 Scholars team with gathering data regarding participant enrollment and fulfilling tuition payments, book orders for scholars, and gathering supporting documentation for processing.
- 6. Contribute to the Preschool Promise staff team and build a positive work environment.**
 - a. Work with other Preschool Promise staff team members to build a friendly, supportive, healthy, high-functioning team.
 - b. Commit to ongoing continuous professional growth, including participating in equity and cultural awareness training and discussions.
 - c. Assist with special projects and assignments as needed.

COMPETENCIES REQUIRED

- Experience in Microsoft Office programs (e.g., Excel, PowerPoint)
- Experience in Google Suite (Docs, Sheets, Forms)
- 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

- High School diploma
- 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 child care processes and options, including PFCC, Head Start and Early Childhood Expansion slots
- Previous work with databases
- 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

PHYSICAL DEMANDS OF THE POSITION

- Ability to travel to meetings and work assignments
- Ability to work in-person at the Preschool Promise offices located at 2251 Timber Ln. Dayton, OH 45414
- 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 occasional 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). Preschool Promise, Inc. has a contract with the Montgomery County ESC to manage the human resource functions, including payroll and benefits for its personnel. Preschool Promise, Inc. is funded by the City of Dayton, Montgomery County and other private foundations.

To apply for this position please email your resume and cover letter to employment@preschoolpromise.org.

