

Workforce Solutions Cameron **Program Support Specialist – Texas Rising Star**

Department: Child Care
Reports To: Director of Child Care Programs
FLSA Status: Non-Exempt
Salary Group: B17
Approved Date: November 1, 2023

Program Support Specialist – Texas Rising Star

Summary

The Program Support Specialist will organize, schedule, coordinate and implement the activities and support functions of the Texas Rising Star and Quality Initiatives programs.

Essential Functions and Duties

1. Tracks mentor work assignments and ensures that documentation is received timely and uploaded to the state system and local Board system.
2. Notates application and assessment activity in case management system. Notifies program staff when new interest forms are received as well as assessment results and any follow-up needed. Updates state database with Texas Rising Star certification information, forwards request to Provider Services to process updated agreements when needed.
3. Manages assignments of early learning programs to mentors and quality initiatives staff in the state and local Board systems.
4. Conducts required compliance and initial screening of entry level designated program and routes to supervisor for review. Notates activity and uploads copies of screening forms in case management system and state system. Sends correspondence to copy of screening form to early learning programs.
5. May represent Board at community training events, conferences, and meetings as assigned.
6. Assist, coordinate, and oversee the program's training calendar.
7. Assist in tracking data on all projects and reports outcomes.
8. This is an in-office position.
9. Performs other duties as assigned.

Minimum Education

1. Associate's degree in Business Administration, Project Management, or another related field.

Minimum Work Experience

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1. Two years' experience working in an office setting, project coordination, and/or program support functions.

Knowledge, Skills, and Abilities

1. Program and working planning, organization.
2. Coordination and implementation of the operations, activities, and support functions of an assigned program.
3. Maintain confidentiality.
4. Excellent written and verbal communication skills in English and Spanish.
5. Proficient in Microsoft Office Applications and virtual communication tools (Zoom, GoToMeeting, etc.)
6. Demonstrate initiative and skills to work within a team.
7. Has knowledge of proper compositional practices to aid in writing and proofreading.
8. Demonstrate openness to learn from others.
9. Exhibit friendly and professional demeanor.
10. Possesses excellent phone etiquette.
11. Plan, organize, coordinate, and implement the activities, educational services, and support functions of assigned program or service.
12. Interpret, apply, and explain rules, regulations, policies, and procedures.
13. Plan and organize work to meet schedules and timelines.
14. Establish and maintain effective working relationships with those contacted in the course of work.
15. Must be able to work and complete projects with little or no assistance.

Mental Demands

1. Most duties are varied and regularly require analysis, comprehension, or limited judgment and discretion. Some responsibilities may not conform to standard practices requiring analysis and interpretation to resolve problems.
2. Requires continuous concentration, alertness, and attention to detail.
3. Requires an intermediate to advanced level of reading writing.

Physical Demand Classification

Light (Occasionally lifts up to 10 pounds)

Physical and Communication Demands

1. Constant (67-100%): Sitting, grasping, bending, squatting, kneeling, talking on the telephone, using a computer, receiving verbal and written instructions, and talking with co-workers.
2. Frequent (34-66%): Standing, driving, walking, forward reaching, hearing, vision, talking with program staff, and receiving and responding to verbal and written requests
3. Occasional (1-33%): Lifting from ground to waist height up to 10 pounds, carrying (10 to 15 feet) up to 10 pounds, stooping, crouching, twisting, side bending, and overhead reach,

Description of Tasks

1. Sitting: Sits frequently at a workstation or desk.
2. Standing/Walking: Alternate standing and walking are performed constantly.

3. Squatting/Kneeling: These techniques can be used when performing lifting, carrying, or position tolerance tasks. Squatting/kneeling can be applied up to 1/3 of the workday.
4. Lifting/Carrying: Occasional lifting/carrying is required for set-up and breakdowns of scheduled engagements and learning sessions.

Schedule

Approximately 8 hours per day between 8:00 a.m. to 5:00 p.m. with a 1-hour lunch break unless the employer and the employee have agreed arrangements. Five days/week. Usually 40 hours/week. Occasional evening and/or weekend hours may be required.

Other Requirements

Occasional travel to carry out assigned functions may be required. Must possess reliable transportation, a valid driver's license, and current auto liability coverage.

ADDITIONAL INFORMATION:

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. The employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management can add, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.