

**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: May 6, 2024

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 promptly and uploaded to the state and local Board systems.
2. Notates application and assessment activity in the case management system. Notifies program staff when new interest forms are received, assessment results, and any needed follow-up. Updates the state database with Texas Rising Star certification information. Forwards requests to Provider Services to process updated agreements when required.
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 programs and routes to supervisor for review. Notates activity and uploads copies of screening forms in the case management system and state system. Sends correspondence to copy of screening form to early learning programs.
5. May represent the 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 report outcomes.
8. This is an in-office position.
9. Performs other duties as assigned.

Minimum Education

1. High School Diploma or G.E.D.

Minimum Work Experience

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1. Two years' experience working in an office setting, project coordination, and/or program support functions is preferred but not required.

Knowledge, Skills, and Abilities

1. Program and work planning and organization.
2. Coordination and implementation of an assigned program's operations, activities, and support functions.
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. Knows proper compositional practices to aid in writing and proofreading.
8. Demonstrate openness to learn from others.
9. Exhibit a friendly and professional demeanor.
10. Possesses excellent phone etiquette.
11. Plan, organize, coordinate, and implement the assigned program or service activities, educational services, and support functions.
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 during 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 to set up and break down 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.