

Children’s Council of Watauga County, Inc.
CCR&R Resource Specialist
Job Description

Job Title: Resource Specialist	Reports to: Early Care & Education Director
Department/Activity: Early Care & Education, Family Support, and Administration	Classification: Non-Exempt
Supervises: None	Number of hours per Week: 40
Hourly pay scale: \$15.00 - \$25.00	
Hiring Range: \$15.00 - \$18.00	

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:
<p>Coordinate front desk responsibilities and the Family Resource Center.</p> <ul style="list-style-type: none"> • Serve as the front desk attendant, providing support to families seeking services and guests visiting the Children’s Council. • Friendly, supportive demeanor to public and families seeking resources • Works directly with families to find community resources (internal and external) to meet their needs. • Answer phones and direct calls within the organization. • Receive and distribute the agency’s mail daily. • Accepts donation from the public – ensures completion of in-kind donation form and routes to appropriate staff for acknowledgement. <p>Resource Library Manager and CCR&R Outreach Support</p> <ul style="list-style-type: none"> • Provide administrative support to the Early Care & Education Director and CCR&R staff for program outreach. • Coordinate the Resource Library as a resource for families and early childhood educators. • Maintains accurate inventory of all resources; timely and effective rotation of kits, overdue resources, fines, 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 • Develops and maintains database of Resource Corner members; keeps up to date electronic records using Resource Mate software • Provide quarterly reports about usage/activity <p>Office systems management</p> <ul style="list-style-type: none"> • Act as the point person for the agency’s office systems: phone, internet, security, etc. • Oversee facility operations to include copier and postage meter maintenance and annual contracting for security, cleaning and other building/office needs. • Liaise with neighboring agencies (landlords) for building maintenance needs. • Maintain the office equipment: troubleshoot issues with phones, computers, copier, laminator, postage machines and/or secure maintenance and technical support when needed. • Responsible for maintaining and purchasing the agency’s general office and janitorial supplies.

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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).
- Ensure the agency is adhering to Open Meeting Laws by posting monthly board meeting notices on the agency website.
- Other administrative tasks as needed by the leadership team.

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.

Prompt. Office hours are 8:00 a.m. to 5:00 p.m. and open to the public 8:30 a.m. to 4:30 p.m.

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:** _____