



## Job Posting: **Parent and Employer Services Specialist**

**Child Care Resource Network** is a not-for-profit agency that brings together families, child care providers, employers and the community to develop and support accessible and affordable high-quality child care for families and children in Buffalo and Erie County. We are looking for a Parent and Employer Services Specialist. Under the direction of the Director of Community Outreach and Assessment, the Parent and Employer Services Specialist is responsible for providing high-quality customer service, referrals, and resource information as it relates to child care to families, employers and community organizations.

### **Essential Duties and Responsibilities**

1. Act in accordance with the agency's mission, vision and values
2. Assist in the creation, implementation, and evaluation of an annual Parent and Employer Services work plan
3. Counsel referral clients who are seeking child care; complete intakes and provide referrals via telephone or in-person while utilizing the NACCRRAware data management system
4. Monitor the Online Referral Module and provide appropriate follow-up support to internet clients as requested or indicated online
5. Provide referral clients with appropriate consumer education materials, information, resources, and follow up as needed
6. Complete referrals for individuals seeking child care in a professional, friendly, and high-quality manner while adhering to the policies and procedures related to these tasks
7. Provide outreach presentations to community partners, businesses, agencies, etc., to promote services of R&R while seeking to establish and strengthen partnerships and collaborations
8. Provide information and technical assistance on work-life issues to employers
9. Complete regularly scheduled provider updates, vacancy checks, supply and demand reports, and satisfaction surveys in NACCRRAware data management system; disseminate data reports upon request to internal and external stakeholders
10. Assist in the development and promotion of parent education and engagement opportunities for families
11. Research and collect community resources that support families and employers
12. Ensure compliance with contract and funding requirements; participate in the development, accomplishment and evaluation of program goals, objectives and outcomes
13. Participate in special events and on-site visits to market and provide child care referral services
14. Serve as a member of the Child Care Resource Network team and attend meetings and training as required.
15. Carry out or assist with other tasks in addition to the duties listed on this job description, in accordance with the agency's team philosophy.

**Qualifications and Competencies:**

1. Bachelor's Degree in Early Childhood Education, Human Services, related field or six years relevant experience
2. Minimum three years referral or customer service experience
3. Working knowledge of CCAOA Quality Assurance standards for Parent Services a plus
4. Excellent Computer skills with proficiency in Microsoft Office programs such as Word, Excel, Outlook, PowerPoint, and Publisher.
5. Previous database and data entry experience preferred.
6. Working knowledge of NACCRRAware data management system a plus
7. Detail-oriented, highly-organized, and excellent time management skills
8. Excellent human relation skills as well as the ability to communicate, orally and in writing, with a wide range of people including the current predominant linguistic, racial and ethnic populations of Erie County
9. Multilingual in English and Spanish or other languages that would support servicing our customers a plus
10. Willingness to travel within Erie County
11. Available to work occasional evenings and weekends
12. Valid NYS Driver License and vehicle with current registration and insurance.

**Physical Demands:**

1. Can regularly do repetitive tasks.
2. Able to lift 25 lbs.

**To apply** submit resume and salary requirements to Renee Gietz, Director of Quality Assurance and Support Services, Child Care Resource Network, 1000 Hertel Ave., Buffalo, NY 14216 or [rgietz@wnychildren.org](mailto:rgietz@wnychildren.org). Preference will be given to resumes received by May 22, 2016. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, sexual orientation, national origin, age, status as a Vietnam-era or special disabled veteran, marital status, disability, victims of domestic violence, genetic predisposition or any other legally protected category.