



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Developmental Support Specialist

Reports To: Developmental Manager

FLSA Status: Non-Exempt

Position Status: Full-time

Grade: 37

JOB SUMMARY: This position provides effective support to the Developmental Manager with the administration and requirements of quality program initiatives with an emphasis of child developmental screening compliance. This role will execute and support the Coalition's policies and procedures, ensuring efficient results that meet all funder and state requirements, and supports the Coalition's mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibility of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Provides support to adhere to the requirements of developmental screening notifications and due dates.
- Responsible for sending email notifications to families and providers in a timely manner
- Works with families and providers to route phone calls appropriately to Developmental Specialists
- Make sure specific family resources are up to date on the ELC website, i.e. developmentally appropriate activities for families
- Documents all information as needed
- Works on special projects related to education, quality improvement and school readiness developmental screening.
- Handles all inquiries both telephonically and by email.
- Assists in preparation of materials for State and local audits as required.
- Research required information using available resources.
- Identifies and escalates priority issues.

- Responds appropriately and effectively to the diversity of co-workers, customers, and stakeholders.
- Represents the interests of the agency, interact effectively with a diverse group, and be at ease building successful collaborations with program participants, staff, and stakeholders.
- Follows program procedures and practices to maintain timelines put in place.
- Supports the ELC's mission.
- Routinely looks for ways to improve operations, streamline work processes, and works cooperatively and jointly to provide quality, seamless customer service to both internal and external customers of ELC.
- Performs all other duties that may be necessary to maintain the success of the organization.

COMPETENCIES:

- Organizational skills
- Problem Solving skills
- Attention to detail
- Team Player
- Patience
- Collaboration and communication (speaking, listening)
- Strong writing skills
- Time management

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment.
- Must be able to concentrate for extended periods of time, paying attention to detail.
- This role uses commonly used applications that include computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear.
- The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.
- Required corrected vision and hearing to normal range.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The office hours of work are typically Monday through Friday, 8:30 am – 5:00 pm.
 - Maintain schedule flexibility for occasional evening and weekend activities.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma required.
- Experience in Early Childhood Education or related field a plus.
- Advanced Computer skills to include MS Outlook, Word, PowerPoint, and Excel.

ADDITIONAL REQUIREMENTS:

Background Checks

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level I Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – if applicable
- Access to Reliable Transportation – if applicable
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location – if applicable

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.

Acknowledgment of Receipt by Employee:

I, _____ have read the requirements for the position of Developmental Support Specialist. I accept the duties and responsibilities described and attest that I meet the requirements for this position as outlined in the job description. I further acknowledge that this job description is not intended to be a contract for employment and that the Early Learning Coalition of Broward County, Inc. reserves the right to make any necessary revisions to the job description at any time. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the ELC.

Signature of Employee

Date

Name of Employee (please print)