



JOB DESCRIPTION

Program: Early Learning Resource Center

Job Title: Floater, ELRC Region 1

Reports to: Assistant Director

Status: Full Time Non-Exempt, Erie Office

Job Summary: The floater's responsibilities will include supporting all staff positions as assigned by the Assistant Director. The floater will cover and support all staff positions, including Eligibility, Provider Accountant Clerk, and Admissions / Administrative responsibilities.

Examples of Essential Duties and Responsibilities:

- Maintain a thorough knowledge of all required policies, procedures, and regulations.
- Respect and maintain confidentiality with regard to the program, clients, and staff.
- Conduct thorough exploration of service needs of families and available options concerning child care services, and make appropriate referrals.
- Communicate with families and providers.
- Use PELICAN for tracking important dates.
- Issue all required notices in a timely manner.
- Retain appropriate documentation in accordance with regulations and procedures.
- Provide assistance to all staff assigned by the Assistant Director or a member of the Key Leadership Team.
- Answer and direct telephone calls to appropriate personnel and record messages.
- Maintain a good working relationship with parents, providers, co-workers, other agencies, and entities to ensure that the program is well-received in the community.
- Attend workshops, seminars, conferences, meetings, and trainings with overnight travel occasionally required.
- Perform routine office tasks necessary for the operation and presentation of a professional office.

Qualifications: This position preferably requires a minimum of an associate degree and previous experience working and/or interacting with clients, and knowledge of administrative practices and procedures.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong customer service skills
- Ability to communicate effectively and work productively and collaboratively with employees, government agencies, service providers, program participants, human service organizations, educational institutions, and other key partners in a positive, professional, and pleasant manner in writing, by phone, and in personal contacts
- Strong working knowledge of basic accounting principles



- Ability to maintain a high level of confidentiality and sensitivity in all working relationships
- Ability to organize, prioritize, and establish schedules to accomplish program goals and evaluate the delivery of service and program objectives
- Ability to provide management with timely and accurate reports and recommendations
- Ability to maintain complete, accurate, and accessible files and records
- Working knowledge of personal computers and networked systems and their use and application for database management, tracking, and reporting in a human services or similar environment
- Working knowledge of Microsoft Office Suite, including but not limited to Word, Excel, Access, PowerPoint, Outlook, and Publisher components
- Ability to plan, organize, and carry out assignments and responsibilities on time, correctly, in a professional, effective, efficient, and independent manner

OTHER REQUIREMENTS:

- This position includes the normal physical demands associated with work in an office environment, including lifting, bending, and carrying, and travel to other facilities within the region.
- This position requires availability and flexibility to participate in services, programs, and activities during regularly scheduled workdays, evenings, and weekends