

Program Support Associate

Provides office, reception, office supply inventory, office machine, and data entry support as needed to all Kids' Corps, Inc. centers. Greets parents and other agency visitors, directs telephone traffic, and completes regular data entry.

ESSENTIAL FUNCTIONS

Key Performance Area – Reception

- Provides reception services at East Center and other centers as directed
- Assists building visitors in understanding the sign in procedures
- Provides positive and professional telephone answering services
- Assists in updating names, telephones, and extensions at the East Center
- Routes telephone calls to appropriate personnel
- Provides appropriate sign-in sheets, information, and materials at front desk area

Key Performance Area – Data Entry

- Performs data entry functions in accordance with Standard Operating Procedures for all parts of the program as directed by management, center directors, and specialists
- Assists other staff to enter data into the system as needed
- Assures data entry assignments are completed on time
- Continuously verifies the accuracy of data entered
- Provides reports as directed to appropriate personnel for verification of accuracy
- Assists in archiving information as directed by Management
- Assists with data entry needs at all centers as directed by Human Resources Manager
- Assists with annual Program Information Report (PIR) consolidation
- Completes Child Plus data input during staff layoff period

Key Performance Area – Program Support

East Center:

- Assures security procedures for monitoring site access are implemented at East Center and at other centers as directed
- Routes mail received into appropriate center specific mail boxes as needed
- Assists East Center staff with computer, copier, fax machines and other office machines as needed
- Assists building visitors and parents in the sign-in/out procedures
- Provides filing support as necessary
- Assist all programs in archiving information at year end
- Assist all centers in building child files at enrollment

Key Performance Area – Work Habits and Practices

- Reports to work, on a regular basis, as scheduled
- Functions as an effective team member
- Demonstrates a commitment to Kid's Corps, Inc. mission, values, policies, and procedures in the performance of job duties
- Continues to increase professional knowledge, skills and competencies in job related areas; incorporates and demonstrates new knowledge and skills while performing duties
- Maintains confidentiality of program information, staff information, and participant information
- Attends and participates in staff meetings and training sessions
- Demonstrates professional conduct and behavior
- Accepts responsibility for seeking assistance and guidance when needed to effectively perform duties
- Incorporates constructive direction from supervisor to improve job performance

November 2013

PC Approval: 12/16/2013

- Accept responsibility for quality job performance and make changes as needed

Key Performance Area – Recordkeeping and Reporting

- Accurately inputs data into Kids' Corps database as requested
- Maintain child and family information in an organized manner
- Provides accurate and timely timesheet to account for work hours

Key Performance Area – Communication

- Assures continuous and timely flow of verbal and written communication to and from other staff, supervisor, program participants, and the community. Conducts communication in an effective, respectful, timely, and supportive manner
- Prepares and provides timely and accurate written reports as required or requested
- Follows calendar, Teamwork Times, Center Newsletters, and memorandums to assure current knowledge of agency happenings
- Contributes to newsletters, parent fliers, and other center information as requested

MARGINAL FUNCTIONS

Perform other assignments as requested by supervisory staff

Participate in planning process as directed

Participate in self assessment process as directed

Position Information

Reports to: Family Services, Health & EHS manager

Supervises: None

Requirements: High School Diploma/GED

Required Certification and Licenses: Driver's License and reliable transportation

Prefer: Bi-lingual (fluent written and verbal)

Starting Salary:

HS/GED	Qualifying Certificate	2-Year Degree	4-Year Degree
\$13.54	\$14.57	\$15.60	\$16.62

Introductory Period: 90 Days

Other Requirements:

Certifications:

Current and approved background check with Municipal Licensing (requires fingerprinting and Interested Person's Report from the State of Alaska)

Proof of United States employment eligibility as required on the I-9 form

Abilities:

Must be able to evacuate self, children, and parents from building safely in the event of an emergency

Able to work cooperatively with other adults

Able to maintain confidentiality of program information

Effective written and verbal communication abilities

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Physical Abilities:
See attached list

This Job Description describes the essential functions and qualifications for the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract. Your signature below indicates that you have read the job description and understand the essential functions of your position.

PAYROLL INFORMATION:

- Timesheets are due every other Friday.
- Pay dates bi-weekly, alternating Friday's from timesheets.
- Payroll checks are direct deposited or mailed to employees on the pay date.
- All positions are contingent upon Policy Council Approval.
- This position is dependent upon availability of funding (all positions are grant funded).

All positions may be required to work occasional evening and/or weekend (usually Saturday)

Personnel Policies and Procedures are available on the Internet at <http://kcialaska.org>

All employment with Kids' Corps is "at will". This means that the employee or Kids' Corps may terminate employment at any time and for any reason with approval from the Head Start Policy Council. No term of employment is expressed or implied by this job description.

Employee Signature: _____ Date: _____