

DATA & OFFICE SUPPORT TECHNICIAN	
REPORTS TO	Quality Assurance Specialist
DEPARTMENT	Child and Family Development Programs
PROGRAM ASSIGNED	Head Start
LOCATION	Admin Office
SUPERVISORY	No
FTE STATUS	100% (approx. 11 months)
FLSA STATUS	Non-Exempt
SCHEDULE	M-F, 7:30AM-4:00PM
SALARY RANGE	\$20.48-\$35.03 / Hour

PRIMARY PURPOSE

The Data and Office Support Technician position will maintain the Child Plus database to provide accurate student, family and personnel data. S/he will also compile, organize and distribute reports and information related to the database to Director, Specialists, and Center Managers as needed. This position will monitor USDA enrollment, and submit monthly claims. Support and monitor three USDA site audits in accordance with CACFP guidelines. Smart Tech child classroom set-up, will be ongoing throughout the year. This position provides technical support and training to staff, monitors data quality, supports program operations through accurate and timely data management, and requires a high level of attention to detail to assure accurate entry of information.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Support day-to-day office operations.
2. Support all incoming phone calls in a polite and courteous manner. Take messages accurately. Review and distribute calls on the answering machine
3. Attend required trainings and meetings.
4. Ability to meet deadlines.
5. Maintain up-to-date and accurate child, family, staff, and program records in Child Plus. Assist with PIR (Program Information Report) preparation
6. Maintain up-to-date and accurate child and classroom information in TSG.
7. Produce reports for federal monitoring, audits, and grant requirements.
8. Maintain and update the Child Plus (CP) Procedures Manual, ensuring it reflects current program policies and procedures. Provide guidance and technical support to staff to ensure accurate, consistent, and timely data entry in accordance with the manual
9. Collaborate with program specialists to support Child Plus training for staff.
10. Responsible for compiling In-Kind and submitting report to the Program Director.
11. File monthly USDA claims, menus and maintain all necessary files.
12. Responsible for supporting centers and programs with Child Plus.
13. Maintain positive public relations in the community including supporting other CAT programs and activities.
14. Support office cleaning and organization of supplies.
15. Assist with special projects

16. Work in a cooperative manner with all staff and program committees to ensure a team approach to the delivery of services to the families and children in Head Start.
17. Must maintain a working knowledge and implement program plans, policies and Head Start Program Performance Standards.
18. Fulfill requirements as a mandatory reporter.
19. Other duties as assigned by supervisor or Director.

OTHER DUTIES AND RESPONSIBILITIES – Program Participation

1. Be a respectful, cooperative, and reliable team member, consistently treating co-workers, families, and community partners with respect and dignity.
2. Contribute to the operation of the program by attending and participating in Admin office and program staff meetings; and sharing information gained through attendance at required trainings, workshops, and consultations.
3. Support in the evaluation and planning of program goals and plans.
4. Help with office maintenance and inventory.
5. Maintain professional and collaborative relationships by supporting and implementing position related duties of program contracts, MOU's and interagency agreements.
6. Must maintain a working knowledge and implement program plans, policies and Head Start Program Performance Standards.
7. Maintain professionalism in dress and manner: Arrive to work on time, ready to work and participate. Meet program timeframes, checking email daily as well as site specific communication systems.

Code of Conduct:

Perform all work in compliance with program plans, policies, Head Start Program Performance Standards, and CAT Codes of Conduct.

Confidentiality:

Respect and maintain program and client confidentiality policies regarding enrolled children and families, personnel issues, and other program operations as appropriate. Continuously ensure strict confidentiality of all sensitive information encountered while performing the duties of the position.

Training:

In consultation with supervisor, develop professional work goals and development plan, participating in training as requested.

JOB/BEHAVIORAL COMPETENCIES

1. Experience and education in children's learning styles.
2. Evidence of organizational skills with attention to detail.
3. Must have dependable transportation and/or valid driver's license and auto insurance.
4. Evidence of ability to work in a cooperative team manner, coordinate directly with members of management, able to follow directions and program rules and policies, and requirements.

5. Must be on the Central Background Registry, pass a pre-employment drug screening and have completed a TB screen.
6. Must be willing and available to work flexible hours, occasional evenings or weekends; also, to include the ability to attend meetings and trainings that may require out-of-town travel and overnight stays.
7. Must have advanced working knowledge and skills with computers including Microsoft Office, Adobe, Google Drive, etc.
8. Ability to work with families from a diverse population.
9. Ability to de-escalate situations effectively, and to problem solve efficiently and bring issues to resolution.
10. Ability to return to task quickly despite constant interruptions.
11. Ability to effectively communicate positively, respectfully, sensitively and confidentially in a professional manner with children, families, community partners and co-workers in both verbal and written format.
12. May have a current Red Cross/AHA pediatric and adult First Aid/ CPR cards.
13. Must be able to accurately enter data from a variety of forms with varying degrees of complexity.
14. Must be able to troubleshoot data errors and/or discrepancies and provide feedback to specialists, center managers, and other staff in a timely manner.
15. Ability to operate and troubleshoot minor problems on all office machine such as copier, fax, binder, laminator, etc.
16. Ability to prioritize, organize, problem solve, and effectively handle multiple tasks.
17. Ability to work with families from a diverse population.

COACHABILITY - JOB DESCRIPTION ESSENTIAL FUNCTION

1. Complete designated job tasks, special projects and all other duties as assigned to meet team, department, and Community Action Team, Inc. goals, while working cooperatively, efficiently, and productively in a team environment.
2. Actively demonstrate high levels of employee engagement, accountability, coachability, and responsibility for personal performance and results.

COACHABILITY – JOB DESCRIPTION KNOWLEDGE, SKILLS ABILITIES

1. **Growth Oriented** - Seek out and approach training opportunities with active engagement and curiosity, while learning and exhibiting understanding of Community Action Team, Inc policies, protocols, and performance expectations. Demonstrate initiative to incorporate and implement learning principles from informal and formal training, as well as feedback from leaders and co-workers. Actively pursue professional development opportunities to add value to Community Action Team, Inc, including learning, adopting, and quickly adapting to new techniques and technologies used in the changing utility industry.
2. **Accountable** - Actively demonstrate accountability and responsibility for both work product results and the impact behaviors and decisions may have on the ability of others to do their jobs well. Work cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits.

3. **Coachable** - Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties. When issues of poor performance of negative behaviors are raised, incorporate feedback in a constructive manner that demonstrates understanding of the concern and an ability and willingness to achieve the required consistent and sustained improvement.

MINIMUM QUALIFICATIONS AND EXPERIENCE
Minimum:

Minimum high school diploma

PREFERRED:

1. Preferred AA in Business, Information Systems, Office Administration, Early Childhood Education or related field..
2. Two years' experience working with Microsoft Office and database programs.
3. Experience with Child Plus strongly preferred.
4. Bilingual skills preferred.

PHYSICAL DEMAND

☒ Lifting	☐ Pulling	☒ Reaching	☐ Manipulating
☐ Carrying	☐ Pushing	☐ Shoveling	☒ Keying/typing
☒ Other (Sitting for periods)			

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.		X		
Between 1 & 5 lbs.	X			
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

☒ Sitting	☒ Standing	☐ Walking
☒ Stooping	☒ Bending	☐ Confined
☒ Other (Kneeling)		

MENTAL OR VISUAL DEMAND

☐	Occasional mental and/or visual attention; the operation/task performed is either close to being automatic or the duties require attention only at long intervals.
☐	Frequent mental and/or visual attention; the flow of work is either intermittent or the process involves intermittent checking or interacting with others.

☐	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor and respond to various situations.
☒	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
☐	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

WORKING CONDITIONS

☐ Dust	☐ Dirt	☐ Heat	☒ Cold
☐ Fumes	☒ Noise	☐ Vibration	☐ Water
☐ Other (specify)			

☐	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
☒	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
☐	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
☐	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
☐	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

ATTENDANCE

1. Typical schedule is Monday-Friday
2. Hours are generally 7:30 AM – 4:00 PM with occasional need for weekend or off-hours support for events, trainings, etc.

SAFETY

Compliance with regular safety guidelines is acceptable.

FLSA STATUS

Non-Exempt

CERTIFICATES/LICENSES

Driver license

EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

☐ Executive/Senior Level Managers (1.1)	☐ First/Mid-Level Managers (1.2)	☐ Professional (2)	☐ Technician (3)
☐ Sales (4)	☐ Administrative Support Workers (5)	☐ Craft Worker (6)	☐ Operative (7)
☐ Laborer (8)	☐ Service Worker (9)		

SIGNATURES & DATES - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements.

NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>