

Little People's College is Hiring for a Family Support Specialist in their Corporate Office

Little People's College, a dynamic and rewarding place to work is seeking a highly qualified individual to serve as a Family Support Specialist at our Corporate office. The Family Support Specialist will serve in a vitally important role as the liaison between the EEC and the families who attend Little People's College. **To apply, please email your resume and cover letter detailing how your experience and interest is a match for this specific position to assisthr@littlepeoples.net**

Purpose: This position is responsible for the admission and registration of incoming families with Child Care Financial assistance through child care subsidy programs.

Responsibilities: Reporting to the Director of Subsidized Child Care specific responsibilities of the Family Support Specialist include, but may not be limited to:

- Ensures all required parent information is received and processed.
- Process and maintain all necessary information regarding eligibility for families in a confidential manner following the regulatory guidance provided by EEC.
- Effectively communicate with parents; in person, over the phone, email and by mail to ensure families are meeting their individual due date requirements.
- Keep program records accurate and up-to -date and document all contacts and services provided for each family.
- Prepare various reports and other written materials related to the program.

- Authorize child care subsidies and extensions in accordance with the policies and procedures provided by EEC.
- Remain updated on EEC regulations, mandated reporting and other pertinent EEC rules and regulations and related documents governing parent eligibility.
- Perform clerical duties such as managing paperwork, handling data entry, engaging with internal and external contacts regarding parent eligibility.
- Other duties, as assigned.

Position Requirements: Qualified candidates will ideally have:

- Excellent verbal and customer service skills in- person and over the phone (discretion, patience and etiquette), as well as demonstrated ability to adjust communication style for various audiences.
- Excellent interpersonal skills including demonstrated ability to constructively manage conflict and ability to respond clearly and effectively to inquiries
- Excellent written communication skills, including proper use of grammar, punctuation, and spelling with the ability to proofread.
- Demonstrated experience working with a variety of individuals from diverse backgrounds and income levels, and a demonstrated commitment to diversity, cultural relevancy, and inclusion.
- Ability to work effectively as part of a team or independently, as tasks require.
- Ability to learn and follow procedures quickly.
- Ability to work under deadlines, work on several tasks simultaneously, and organize and prioritize work quickly in response to changing needs.
- Critical thinking and analytical skills.
- Experience with data entry and data management systems.
- Ability to be both fast and accurate in a high-volume setting.
- Strong attention to detail and commitment to accuracy.

- Knowledge and experience working with MS Office, with proficient Excel skills.
- Excellent organizational and prioritization skills.
- Basic math skills
- Bilingual in Spanish is a MUST

Salary is competitive and commensurate with experience.

LPC's benefit package includes low cost affordable health insurance, dental insurance plans for employees, paid time off in addition to 9 paid holidays, and a 401k retirement plan with company match, life insurance, and short and long term disability.

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