



# Annandale Public School District 876

## JOB DESCRIPTION

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**Position Title:**  
Program Support Specialist

**Department:**  
Community Education

**Immediate Supervisor:**  
Director of Community Education

**Grade Placement:**  
14

**FLSA Status:**  
Non-Exempt

### **Job Summary**

The individual holding this position is responsible for assisting and providing clerical support to the Childcare Coordinator, filling in at site, programming youth enrichment and maintaining an overall positive public image of the department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Performs routine “core” clerical duties such as:
  - a. Provides customer service duties such as assisting customers, providing routine information or assisting staff and students with information or materials
  - b. Assists customers via phone or walk in with registration or program questions.
  - c. Answers phones, copies materials, types notices, memos
  - d. Maintain student enrollment, schedules, registration data, including withdrawals, and accurately enter data in CE software system.
2. Responsible for tuition invoicing and receipt/deposit (including cash, check and credit card) of payments for Annandale Childcare programming
  - a. Ensures accounts are current and up to date on payment, collects past due accounts
3. Develop marketing material for childcare programming and youth enrichment programs
4. Works directly with students within the childcare program on a regular basis.
5. Assist with Parent Info Night, Open Houses, and other events that are requested.
6. Develop and maintain positive public relations with school staff and childcare families.
7. Attend meetings, workshops and training sessions
8. Performs other related duties as assigned.

## **EDUCATION AND KNOWLEDGE REQUIREMENTS**

### **Education Training and Experience Requirements:**

- AA degree or the completion of a combination of district training programs, experience, and course work of an equivalent nature and level to perform the requirements of the work.

### **License/Certification Requirements:**

- No certification or licensure requirements needed to gain entry into the classification

### **Knowledge required to perform the essential functions of the job:**

- Knowledge of business office etiquette and customer/public relation skills
- Basic fundamentals of computer operation and familiarity with general office applications and their use (i.e. word processing, spreadsheet, internet browsers, Google, specialized district databases and Community Education software)
- Knowledge of basic mathematics and bookkeeping
- Have the ability to work effectively with childcare staff, children and families and other district staff
- Plans, develops and implements enrichment programs for youth.
- Assists with special projects or activities as delegated.

## **WORK SKILLS AND CHARACTERISTICS**

### **Skills required to perform the essential functions of the job:**

- Skilled in establishing and maintaining effective working relationships with employees, supervisors, and the public
- Skilled in word processing and the use of standard business word processing software and applications used in preparing, formatting correspondence and generating business standardized reports and forms for Community Education programs
- Skilled in coordinating, maintaining, and updating department/office files and records
- Planning, evaluating, implementing, coordinating and arranging for enrichment programs activities, events and services.
- Communication, interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc. sufficient to exchange or convey information, speak before groups and make presentations, to receive work direction and market programs, address, negotiate or resolve issues/conflict appropriately
- Willing to work varied hours

## **PHYSICAL REQUIREMENTS**

### **Physical requirements associated with the position can be best summarized as follows:**

Light work, exerting up to 25 pounds of force occasionally and 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects.