

## BLAIR COUNTY HEAD START

## POSITION DESCRIPTION

**NAME:**  
**JOB TITLE:** Children's Services Assistant  
Administrative Division  
Assistant  
**FLSA STATUS:** Non-Exempt  
**DEPARTMENT:** Education  
**PAGE:** 1

### OVERALL PURPOSE:

This position is responsible to obtain daily coverage for classrooms and bus aides, coordinate and prepare materials for Education staff, assist in completing program information reports, and maintain education material resources.

### CORE ORGANIZATIONAL SUCCESS FACTORS:

#### 1. COMMUNICATION

##### PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail and voicemail daily and use basic word processing and company management systems. (i.e. Child Plus) to create written communication.
- Refrains from divulging confidential information regarding students, families or employees.
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner including on social media.

#### 2. CUSTOMER SERVICE

##### PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- Responds to internal and external customer service inquiries in a timely manner.

#### 3. PROFESSIONALISM

##### PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and the Head Start service plan Head Start Program Performance Standards.
- Represents agency in a professional manner when attending any agency program or event.

#### 4. RESPONSIBILITY/ACCOUNTABILITY

##### PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- Follows all policies and procedures in Employee Handbook.
- Follows Recognizing Child Abuse and Mandated Reporter procedures.

#### 5. TEAMWORK

##### PERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.



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### ESSENTIAL FUNCTIONS: (other duties may be assigned)

#### 1. Assure adequate daily classroom substitute coverage.

##### PERFORMANCE MEASURES:

- Secure **daily classroom and bus aide** coverage **95% of the time as substitute availability allows.**
- Provide report regarding classroom staff absences to ~~Education Manager and Education Supervisors~~ **designated distribution list daily.**
- Assist ~~Staff Development Coordinator~~ **HR Specialist** in the training of substitute personnel by delivering a portion of the training.
- Advertise and prepare packets for substitute training classes.**
- Maintain list of staff requiring substitute coverage and substitute personnel. ~~and provide report to Education Manager, Education Supervisors and Fiscal Department daily.~~
- ~~Report the number of hours each substitute has worked during the two-week period to the Education Manager.~~
- Track staff absences in order to adhere to attendance policy.**

#### 2. Prepare and coordinate materials for Education staff.

##### PERFORMANCE MEASURES:

- Create/type/duplicate/laminate documents and correspondence within the deadline ~~assigned and with 99% accuracy~~ **and in an accurate manner.**
- Maintain files in an organized system that is easily accessible.
- Maintain a mail system for classroom and center staff and place outgoing mail in staff mailboxes on same day it is received.
- Act as receptionist **as needed by** recording, and relaying all messages to ~~classroom staff~~ cordially and confidentially **as well as assist in building security by working the camera / door security system.**
- Complete annual certificates for children no later than one week prior to children's last day of school.
- Print labels for all children enrolled within a school year.**
- Prepare and assemble Fall start-up materials and supplies.**

#### 3. Maintain Education material resources in a systematic manner.

##### PERFORMANCE MEASURES:

- Complete semi-annual inventory of supplies/equipment.
- Complete **the ordering process such as price quotes**, requisitions, ~~and ordering process~~, **receiving supplies, invoicing and distributing** for classroom materials and equipment as needed.
- ~~Receive supplies, invoice, and distribute supplies/equipment as needed.~~
- Track **and monitor monthly classroom expenses** ~~budget balance~~ for individual classrooms and provide teachers with the balance as needed.
- Make service calls for copy machine and phone service for outlying sites.**

#### ~~4. Assist with the implementation of School Readiness and Family Engagement Program initiatives.~~

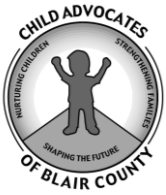
##### ~~PERFORMANCE MEASURES:~~

- ~~Interact with parents in a positive manner to support the Program's Family Engagement goals.~~
- ~~Monitor classroom resource requests to ensure support of School Readiness goals.~~
- ~~Monitor and assist with the creation of training resources to ensure support of School Readiness goals.~~
- ~~Maintain knowledge of the Program's School Readiness and Family Engagement goals.~~
- ~~Maintain communication with all classroom and bus aide substitutes; build a rapport to influence Family Engagement goals.~~

#### 5. Attend trainings and meetings.

##### PERFORMANCE MEASURES:

- ~~Attend all DST meetings as scheduled.~~
- Attend all assigned trainings.



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### OTHER DUTIES OF JOB:

1. Perform other related duties as required.
2. ~~Prepare and send monthly Phase report by close of business on the 20<sup>th</sup> of each month.~~
3. ~~Prepare and deliver monthly copier report to Fiscal Assistant by the last Wednesday of each month.~~
4. Copy, assemble and distribute multiple part forms bi-yearly **as needed**.

### SUPERVISION RECEIVED:

Supervision is **typically** received from the Education Program Manager.

### SUPERVISION ADMINISTERED:

This position **typically** does not require the supervision of staff.

### MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to adapt to a constantly changing work environment
- Ability to manage multiple projects/tasks
- Ability to work under high pressure for results
- Maintain a high level of record keeping/routine paperwork
- Meet frequent deadlines
- Predictable work schedule
- Provide close attention to detail
- Utilize creativity
- Work closely with others
- Work in a closely supervised environment

### PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

#### ***Constantly Incurred (More than 75% of time on job)***

Repetitive finger movement, Ability to use both hands, Use of color vision, Ability to communicate orally, Ability to hear conversation.

#### ***Frequently Incurred (Between 25% - 75% of time on job)***

Ability to sit, Ability to lift up to 10 lbs., Ability to use both legs, Ability to climb stairs.

#### ***Occasionally Incurred (Less than 25% of time on job)***

Ability to stand, Ability to walk, Ability to lift up to 40 lbs., Ability to carry up to 15 lbs., Ability to kneel, **Ability to** reaching at high or low level, Ability to stoop, Ability to repeatedly bend, ~~Ability to operate truck/motor vehicle.~~

### WORKING CONDITIONS TYPICAL OF THIS POSITION:

This position **typically** requires work in a normal office environment.

### PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

This position **typically** does not require the use of personal protective equipment.

### QUALIFICATIONS:

#### **EDUCATION**

- High School Diploma or General Education Degree (GED)

#### **EXPERIENCE/TRAINING**

- Six months to one year related experience/training with office machines, word processing, and spreadsheets.

#### **LICENSE/CERTIFICATION**

- ~~Required criminal history and child abuse clearances~~
- **Act 34, 83, 151 Clearances**



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### KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

#### **PROBLEM SOLVING SKILLS**

- Troubleshoots or takes initiative to solve problems.

#### **COMMUNICATION SKILLS**

- Consistently uses good listening skills to remain informed and acts upon or acknowledges receipt of information.
- Ensures timely exchange of verbal information between employees or departments.
- Provides well-organized and clearly written information.

#### **MATH SKILLS**

- Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

#### **COMPUTER KNOWLEDGE**

- Word Processing Software
- Spreadsheet Software
- Internet/E-Mail

#### **OTHER CHARACTERISTICS**

- Strong organizational skills and ability to prioritize tasks.
  - Ability to follow established confidentiality policy.
  - Ability to use various office equipment, i.e., copier, fax, shredder, printer, laminator, etc.
  - Working knowledge of applicable regulations and Agency policies.
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To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

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Signature of Employee

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Date

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Signature of Supervisor/HR Representative

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Date