



## Early Learning Coalition of Broward County, Inc.

### JOB DESCRIPTION

**Position:** Senior Supervisor, Family Services

**Reports To:** Family Services Manager, Family Services

**FLSA Status:** Non-Exempt

**Position Status:** Full-time

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**JOB SUMMARY:** This position provides effective supervision and direction to Family Services staff assisting families in determining their eligibility for financially assisted child care support in alignment with the Coalition's policies and procedures, ensuring efficient results that meet all funder and state requirements, and also supports the Coalition's mission.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (This description reflects the major core duties and responsibility of the job, the employee is expected to perform these and other job related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Assists the Family Services Manager and Program Director in supporting and training team members to ensure work accuracy and deadlines are met.
- Processes time and attendance for Family Services Specialists on the team.
- Provides regular support to staff assigned to the Team.
- Supports the Family Services Manager by ensuring workers caseloads are covered when workers are absent.
- Assigns and tracks timely completion of assigned caseloads.
- Attends all meetings/in-service trainings, as requested or required, in a punctual, professional and contributory manner.
- Reviews the work of Family Services Specialists determining initial and continuing child care eligibility.
- When requested by the Family Services Manager, provides one-on-one and group-based training on technical eligibility processing requirements.
- Mentors Eligibility Staff on customer service skills/principals.

- Supports the Family Services Manager in ensuring staff compliance with applicable rules, regulations, policies, and procedures governing eligibility grant determination.
- Provides knowledge-based and technical support to Eligibility staff on the School Readiness Program, VPK, as well as local contracts (as applicable).
- Is the first line of contact for handling elevated client concerns.
- Delivers to the Family Services Manager tracking forms related to the productivity of Family Services Specialists and any other data required by the Coalition.
- Serves as a customer service role model to ensure a positive relationship in interactions with all employees and customers:
  - Takes the time to listen to find out the customer's needs.
  - Takes the time to help the customer solve the problem.
  - Is responsive to the customer's needs.
  - Follows up with the customer to ensure customer satisfaction.
  - Communicates in a courteous and respectful manner.
  - Uses appropriate telephone techniques on a consistent basis.
- Must be able to be at work on a consistent basis with regular attendance and punctuality.
- Must be willing and able to handle all the duties and responsibilities of the position on a daily basis.
- Committed to empowering themselves and others to solve their own problems.
- Responds appropriately and effectively to the diversity of co-workers, consumers and stakeholders.
- Supports the ELC's mission.
- Performs all other duties that may be necessary to maintain the success of the organization.

**COMPETENCIES:**

- Organizational skills
- Problem Solving skills
- Attention to detail
- Team Player
- Patience
- Collaboration and communication
- Strong writing skills

**SUPERVISORY RESPONSIBILITIES:**

- Assists the Family Services Manager in giving day to day guidance to Family Services Specialists

**WORK ENVIRONMENT:**

- This position operates in a professional office environment.
- This role uses commonly used applications that include: Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current data systems.

**PHYSICAL DEMANDS:**

- While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.
- Required corrected vision and hearing to normal range.
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**POSITION TYPE AND EXPECTED HOURS OF WORK:**

- This is a full-time position.
- The office hours of work are typically Monday through Friday, 8:30 am- 5 pm. This position may work nights, weekends and holidays. This position may regularly work longer hours.

## **REQUIRED EDUCATION AND EXPERIENCE:**

- High School Diploma or equivalent. Bachelor's Degree preferred.
- At least 2 years in an office environment or related work experience i.e. eligibility determination, provision of services under a county or state contract is preferred.
- Demonstrate strong written and interpersonal communication skills.
- Advanced Computer skills to include MS Outlook, Word, PowerPoint, and Excel.
- Maintain schedule flexibility for occasional evening and weekend activities.
- Experience analyzing program procedures and practices to identify barriers and impediments to achieving goals and making recommendations for improvement.
- Strong organizational and effective time management and communication skills, including speaking, listening, and writing.
- Strong ability to effectively resolve and cope with immediate crisis situations.
- Proven efficacy both in an independent and team-oriented setting.
- Strong ability to represent the interests of the agency, interact effectively with a diverse group, and be at ease building successful collaborations with program participants, staff, and stake holders.
- Customer service orientation

## **ADDITIONAL REQUIREMENTS:**

### **Background Checks**

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Level II background check
- Drug test
- E-Verify
- Current and valid FL Driver's license
- Educational verification

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.