

POSITION DESCRIPTION

FULL-TIME RESOURCE SPECIALIST

ERC/ RESOURCE & REFERRAL, d/b/a
Child Care Aware® of Eastern Kansas

Position posted August 12, 2021

About the position...

This is a full-time (40 hours per week) position, reporting to the Family Services Manager. This position requires a high school diploma or GED, strong organizational and administrative skills, high proficiency with all Microsoft office programs, excellent written and verbal communication skills, stellar customer service skills, and a positive work history. This position is based at organization's main office located at 1100 SW Wanamaker, Suite 201, Topeka, Kansas. Work hours are 8 am to 5 pm Monday through Friday, with a one-hour unpaid lunch period.

ESSENTIAL FUNCTIONS of the position:

1. Offer child care and community referrals to individuals and/or families following established guidelines and standards, by phone and email.
2. Conduct provider vacancy checks and parent follow up contacts by phone and email.
3. Accurately record and report of all activities.
4. Work effectively with all members of the referral services team and the overall agency.
5. Represent the agency in a positive and professional manner.
6. Work effectively with staff and volunteers, maintaining a commitment to high-quality customer service.

The successful candidate for this position will:

- Have excellent communication skills, both written and verbal.
- Have strong organizational and administrative skills.
- Have computer proficiency with Microsoft office programs
- Have effective time management skills and the ability to effectively balance multiple projects.
- Have a positive attitude and be willing to work as a member of our team.
- Enjoy working with people, by phone and in person.
- Have a positive work history, including a good attendance record.
- Pass a KBI/DCF registry background check.

Salary & benefits:

The typical starting salary for this position is \$14.50 per hour, based on skills and experience. ERC offers a generous benefit package for full-time employees including paid holidays, paid time off (PTO) plan, group health insurance, life insurance and a retirement plan with employer match.

About the agency...

ERC Resource & Referral, now doing business as **Child Care Aware® of Eastern Kansas** is a not-for-profit agency with offices in Topeka and Lawrence. Formed in 1978, the agency has a rich history of serving individuals, children and families in Shawnee County and surrounding communities. We strive to provide effective, high-quality services to those who interface with our agency. We value teamwork, and hire highly qualified people who share our passion for the agency's mission!

Mission statement:

ERC Resource & Referral, Inc., doing business as Child Care Aware® of Eastern Kansas supports the healthy development of young children by improving access to high-quality child care options and educational resources for families.

Qualified, interested candidates are encouraged to submit a resume and cover letter by email to nancy@east.ks.childcareaware.org.