

**ECE Customer Service Representative and Navigator
ECE Career Center: Early Childhood Educators Learning Together**

Leaps and Bounds Family Services

Reports to: ECE Training Director

Summary Description: Responsible for engaging Career Center Participants, potential Participants, providing resource and referral services and answering phone call inquiries. Must be able to encourage participation in all ECE training and PD opportunities

ESSENTIAL JOB QUALIFICATIONS:

1. High school diploma or GED
2. Experience working in an office and experience working with child care providers
3. Excellent customer service skills
4. Strong verbal and written communication skills
5. Ability to prioritize tasks and manage multiple tasks
6. Must possess excellent time management and be detail oriented
7. Data entry experience and ability to use technology, including all Microsoft Office and other data management programs
8. Committed to working in an environment with a variety of cultural and ethnic backgrounds including race, gender, age, ethnicity, skill level and sexual orientation.
9. Must be empathetic and patient
10. Must be familiar with and experienced in use of MI Registry

ESSENTIAL JOB RESPONSIBILITIES:

- Provide assistance to childcare providers and families regarding the Great Start to Quality through daily phone calls and regular mailings.
- Interact with program participants in a professional, courteous and supportive manner.
- Develop and maintain a comprehensive list of community resources for Wayne, Oakland and Macomb counties
- Provide resources and referrals to all participants Participate in outreach and recruitment efforts. Identify and help eliminate recruitment and enrollment barriers to service
- Complete all reports and paperwork in a timely manner.
- Responsible for communication with providers through email blasts, text messaging, phone calls and distribution of training/PD schedules and other information
- Work with WOM RC Quality Improvement Coaches to ensure all communication with providers is inclusive of all ECE and RC information
- Enter program data into network database systems as requested. Data entry must be done within Supervisor mandated deadlines.
- Participate in training and staff development as required.
- Act as moderator for any/all ECE trainings as scheduled.
- Prepare all materials for all ECE trainings, including GSTQO trainings
- Mail GSTQO handbooks after trainings to Wayne, Oakland Macomb participants
- Perform other duties as assigned by immediate supervisor and/or other management.

Must function as member of team, attend staff and other meetings and must abide by agency policies, procedures, contracts, rules and regulations. Adhere to all procedures and deadlines as outlined in department operating manual, and Agency personnel policies and procedures.

Position is FT, competitive salary with comprehensive family benefit package. Hybrid work environment.

Send resumes to: resumes@leapsnbounds.org

08/2023