

Partnership for Children of Johnston County

Job Description

Program Specialist (CCR&R)

Reports To

The Program Specialist reports to the Quality Support Manager.

Classification and Salary Range

This is a regular, full-time, non-exempt position with a salary range of \$37,017 - \$48,123.

Job Overview

The Program Specialist serves as the first point of contact for the CCR&R activity, helping the community connect with our services. This role is essential to providing community members with a welcoming, positive experience. The Program Specialist manages incoming calls, greets visitors, and performs administrative tasks. This position requires exceptional organizational skills, strong communication abilities, and a commitment to excellent customer service. Additional responsibilities include contributing to outreach strategies and assisting the Quality Support team with coaching and training planning and preparation. Overall, the Program Specialist is a vital team member who helps ensure the smooth, successful operation of the CCR&R activity.

Responsibilities

- Act as the first point of contact for the CCR&R activity, greeting community members with professionalism and courtesy.
- Manage incoming phone calls and emails, directing them to the appropriate team members or assisting them with navigating program services.
- Assist the team with planning and preparing for coaching visits, trainings, meetings, and events.
- Provide support for programmatic administrative tasks such as file organization, data entry, and document preparation.
- Assist with programmatic purchasing.
- Assist the team with preparing for annual programmatic monitoring.
- Assist with and participate in community outreach activities.
- Monitor and maintain programmatic supplies and manage inventory to ensure that essential resources are readily available.
- Interact with and assist volunteers working on outreach activities and within the department.
- Coordinate the dissemination of childcare consumer education materials for families.

Requirements

- An Associate's Degree.
- Excellent verbal and written communication skills, with a strong focus on customer service and client relations.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with office equipment such as printers and copiers.
- Strong organizational skills with the ability to multitask and prioritize effectively in a busy environment.
- Demonstrated ability to handle confidential information with discretion and professionalism.
- Ability to work nights and weekends when needed.

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EEO

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

ADA

We will make reasonable accommodations for employees, in accordance with the Americans with Disabilities Act (ADA), upon request.

How to Apply: Please follow the instructions on the Partnership's [Indeed page](#)