



PATCH Job Descriptions

Position Title: Program Representative

Date: October 1th, 2010

FLSA Status: Nonexempt

Island: Maui

Reports to: Island Coordinator

Department: Neighbor Islands

Primary Purpose: Responsible for assisting and obtaining information from child care providers; assisting families in finding child care and other resource information; providing clerical support for the training department.

Essential Duties:

- ~ Provides child care referral information to callers based on their specific needs. Requires “active listening” and counseling regarding child care options to callers searching for child care. Requires entering the caller’s information into the database and searching for providers that might meet their needs. Provides consumer education to families about quality child care.
- ~ Conducts follow-up calls to callers to determine their satisfaction with the child care referral process.
- ~ Performs follow-up calls to child care providers to update their information. Includes matching the child care list furnished by the State Dept. of Human Services, USDA Child Care Food Program, and accreditation organizations with PATCH’s database of providers.
- ~ Obtains and enters information from all newly licensed child care providers into the database.
- ~ Assists the Family Child Care Recruiter by taking the initial call from potential family child care providers and sending them the Potential Provider packet. Includes entering the callers information into the database.
- ~ Receives requests from participants and enrolls them in PATCH classes. Inputs and maintains participant information, class event information, and participant and trainer evaluations into the training database.
- ~ Ensures that upcoming classes have the necessary fliers, handouts and supplies.

Other Duties:

- ~ Connects providers and families with other community resources that can assist them.
- ~ Photocopies and collates information included in the Potential Provider and Referral packet.
- ~ Attends outreach activities to promote PATCH’s services.

Working Conditions: Usually indoors under regular office conditions. Requires long periods of sitting.



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Work Hours: 7:30 a.m. to 4:30 p.m., Monday- Friday; duties may require occasional overtime and weekend hours. Requires at least one day a week of working after 5:00 p.m. as predetermined by the Island Coordinator.

Equipment Use: Computer and standard office equipment.

Mental, Physical, and Communication Demands: Requires relating to people in a friendly and professional manner with excellent verbal communication skills. Requires excellent computer and typing ability and the ability to pay close attention to detail. Requires working under minimal supervision.

The employee must occasionally lift and/or move more than 50 pounds. Position frequently must move cases of photocopy paper and books.

Must possess a valid Hawaii drivers license with access to an insured vehicle. The employee is required to use their personal vehicle as he/she may be required to run errands.

Minimum Qualification Requirements:

Skills and Knowledge:

- ~ Requires basic knowledge of customer service and oral communication skills.
- ~ Requires computer and typing ability.
- ~ Knowledge of parenting and child care issues.
- ~ Knowledge of the state’s child care licensing requirements preferred.

Education/Experience:

- ~ Associates degree in early childhood education or related is preferred.
- ~ Experience as a child care provider is preferred.

Authorized by: _____ **Date:** _____

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Signed by Employee: _____ **Date:** _____