

**Central Valley Children's Services Network**  
**Job Description**

**POSITION:** QIST Department Office Tech (non-exempt). Part-time 10-12 hours weekly.

**DURATION:** On-going Based on Funding

**ACCOUNTABLE TO:** Program Manager or Assistant Manager, Quality Improvement Support Team

**PURPOSE OF THE JOB:** To provide clerical support and administrative functions of the agency to the program and to offer customer service to program participants.

**BASIC SALARY:**

- Salary range: \$35,068.80 to \$38,188.80 annually, \$16.86 to \$18.36 hourly depending on experience.
- Paid sick
- Paid vacation and holiday, dependent on work schedule

**ESSENTIAL FUNCTIONS:** The following is a list of major duties and responsibilities. Other duties and responsibilities may be assigned, and this job description may be modified as needed.

**Key Functions:**

1. Answer phones and emails for the department and provide customer service.
2. Host QIST Department trainings which occur during evening hours or Saturdays.
3. Order office supplies for department, as well as supplies for trainings, workshops, outreach activities, and events.
4. Create and update/maintain documents as needed.
5. Assist with compiling, reviewing, and submitting required materials for CSN and FCSS reports and audits.
6. Assist in tracking, maintaining, and submitting Quality Improvement Specialist and consultant reports.
7. Enter all program data into the Apricot Database and California Workforce Registry Database.
8. Meet all CSN and FCSS deadlines.
9. Run errands, which may include, traveling outside of CSN, for the department.
10. Adhere to recommended operational policies and procedures as required for efficient and economical operations.
11. Attend events/meetings at and possibly away from office during the day/evening hours as needed.

**Accountability and Support:**

1. Meets monthly or as needed with supervisor to discuss changes and updates on new procedures.
2. Assist trainers in setting up training rooms for all QIST Trainings.
3. Put together handouts/packets (sign-in sheets, evaluations, certificates, etc.) for all QIST Trainings.
4. Support department by keeping QIST Department, Resource Room, warehouse and training cabinets organized and uncluttered.

**Community Involvement:**

1. Create and maintain a professional image in the office as well as in the community.
2. Participate, if needed, in and/or conduct outreach activities in ECE community events to promote high quality early care and education and the programs we support.
3. Develop collaborative relationships with other community agencies for information exchange; joint projects, and advocacy efforts.

**EXPECTATIONS/BEHAVIORS:**

1. Work well under pressure, meeting multiple and sometimes competing deadlines.
2. Be able to build good working relationships with people from diverse backgrounds.
3. Be able to conceptualize and communicate well.
4. Be dependable, fulfill commitments, and follow through.
5. Be professional, willing to separate personal from organizational interests.

6. Demonstrate high team spirit and attitude: working toward another person's success.
7. Utilize clearly written and verbal communication and sound documentation techniques.
8. Be able to use a systematic approach in problem solving.
9. Be able to safeguard confidential information of any type.
10. Be able to at all times, demonstrate cooperative behavior with colleagues and supervisors.
11. Be able to teach others policies and procedures associated with job duties.
12. Be professional in attire, composure, attitude and interactions with others.

**SKILLS NEEDED:**

- Answer phone calls.
- Use equipment such as a copy machine, electric stapler, calculator, adding machine.
- Walk to other areas of the building for meetings or to get mail or forms.
- Stand to make copies or scan documents.
- Bend down to reach office supplies from lower cabinets.
- File and organizing supplies.
- Lift and carry supplies.
- Assist in loading and/or unloading vehicles with equipment/supplies.
- Purchase items.
- Sit at a desk and/or computer for extended periods of time.

**Upon Hiring:**

- **Transportation Requirements**
  - Valid California Driver's License

**QUALIFICATIONS:**

**Education:**

- High Diploma or equivalent
- Some college preferred

**Experience:**

- Experience working in an office setting preferred.
- 1year experience working in an Early Care and Education setting preferred.