

Open Position

Program:	Head Start Child Development Program
Position:	Program Support Manager - Ukiah
Rate of Pay:	\$ 29.58 – \$ 34.02 per hour (Depending on Qualifications)
Hours:	40 hours per week, 12 months/year
Benefits:	<p>Paid holidays, vacation and sick leave. Medical, Dental, Vision & life insurance coverages available within 60 days of hire (Must work 30 hrs/wk or more).</p> <p>Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan immediately, and for employer contribution & matching program upon qualifying.</p>
To Apply:	<p>Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at www.ncoinc.org/about-us/jobs/, by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p>For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.</p>
Application Closing Date:	Open until filled
Submitting an Application:	<p>Applications accepted only at the NCO main office. Postmarks are not accepted.</p> <p>By mail or hand delivery: NCO, Inc. Attn: Human Resources 413 N. State St., Ukiah, CA 95482</p> <p>By FAX: 707.467.3213 By Email: HumanResources@ncoinc.org</p>
<p>NCO is under no obligation to hire from this solicitation.</p> <hr/> <p>North Coast Opportunities, Inc. is an Equal Opportunity Employer.</p> <hr/> <p>For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.</p>	

See our Website for full job description details & to print application
WWW.NCOINC.ORG/ABOUT-US/JOBS/
Equal Opportunity Employer

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NORTH COAST OPPORTUNITIES, INC.
413 North State Street, Ukiah, CA 95482

JOB DESCRIPTION

POSITION TITLE:	PROGRAM SUPPORT MANAGER
PROGRAM/DEPARTMENT:	HEAD START CHILD DEVELOPMENT PROGRAM
REPORTS TO:	PROGRAM DIRECTOR
SUPERVISORY RESPONSIBILITY:	YES
FLSA/IWC STATUS:	EXEMPT (PENDING COMPLETION OF ASSESSMENT)
WC CODE:	9059

I. POSITION OVERVIEW

This position is primarily responsible for the efficient operation of the administrative and communication systems as integral parts of the overall office management for the NCO Head Start Child Development Program (HSCDP). Acts as the program's primary point person for the recruitment and hiring of HSCDP site staff in collaboration with NCO Human Resources (HR). The primary duties of this position require a high level of collaboration, and excellent communication and organizational skills. Primary areas of responsibility include the general oversight of administrative processes and staffing for HSCDP. This position requires knowledge of standard human resources practices, and a high level of professionalism and emotional intelligence. Serves as a member of the Executive and Senior Management Teams and the Coordinating Team.

II. SPECIFIC JOB DUTIES AND RESPONSIBILITIES

1. Ensures the operation of the front office, lobby, and conference room areas meet the varying needs and requirements of the program and staff; oversees staff and scheduling to provide optimum workflows in these areas.
2. Supervises assigned staff members in accordance with all Agency and program policies and procedures.
3. Ensures staff are fully trained to perform their duties and responsibilities and monitors their performance, providing feedback and guidance as needed.
4. Oversees the preparation and distribution of enrollment packets, application packets, and Site Forms Folders.
5. Works in collaboration with the Information Systems (IS) staff regarding the on-going operation and maintenance of the Central Office voicemail system, all HSCDP phone systems, and various general office machinery; ensures repair and maintenance services of site office machinery are coordinated as needed.
6. Oversees established monitoring, communications and office processes systems including those for recordkeeping and filings systems, adapting processes as needed; implements new systems as necessary to ensure efficient system function.
7. Responsible for overall administration of the Child Plus data tracking system; designs program operation systems for Child Plus in collaboration with others; coordinates the completion of the annual Program Information Report (PIR).
8. In collaboration with HR, acts as the primary point person for hiring recruitments for position vacancies; completes application screening process and sets up interview panels; ensures completion of required documentation to complete job offer process.
9. Performs outreach and participates in job fairs to promote hiring.
10. Engages with HSCDP management, staff, and families as well as community stakeholders in relation to the achievement of the program's goals and objectives.
11. Responsible for generating, collecting, and documenting Non-federal Share (In-Kind).
12. Attends scheduled meetings, trainings, and conferences, as necessary.
13. Aligns work behaviors with NCO's Mission, Vision, and Values.
14. Work Habits:
 - Arrives to work on time and obtains approval for planned absences or any changes in work schedule.

- Maintains a high level of confidentiality in all aspects of work and in alignment with all Agency and program policies and procedures.
 - Stays focused on the job.
 - Takes pride in creating an efficient, collaborative work environment.
 - Treats co-workers and clients with respect.
 - Represents NCO and its program to the community in a positive light.
 - Dresses appropriately for the assigned job duties and responsibilities.
 - Is able to effectively adapt to change.
15. Other duties as assigned or required.

III. JOB QUALIFICATIONS

Education, Training and Experience:

- A bachelor's degree from an accredited school in Business Administration or a related field is required.
- A minimum of three years of experience supervising employees and/or managing in an office environment is required.
- Must have a minimum of two years of recent experience and a high level of proficiency in the use of computers, and standard business software and cloud-based platforms; experience drafting and reviewing formal documents such as grants or contracts and/or designing electronic presentations is preferred.
- A working knowledge of human resources standards and practices is preferred.
- Head Start and/or State Preschool experience is preferred.

Knowledge of:

- Principles and practices of effective interpersonal communications.
- Current standard office practices, procedures, and equipment.
- Computer operations as relates to the duties of the position including use of the internet and email is essential; familiarity with Office 365 and Microsoft products is preferred.
- Early childhood development practices and/or Head Start Performance Standards is preferred.
- Basic accounting methods is preferred.

Ability to:

- Interact with others in a culturally and emotionally sensitive manner.
- Diffuse difficult and stressful situations involving personnel and clients.
- Maintain cooperative, professional working relationships.
- Communicate clearly and appropriately verbally and in writing in English is required.
- Operate standard business office equipment.
- Organize duties and tasks to meet established deadlines.
- Understand and carry out oral and written instructions.
- Be effective working independently and as a collaborative team member.
- Work a flexible schedule to accommodate attending scheduled works events and professional development opportunities.
- Perform business math calculations in an accurate manner (i.e. addition, subtraction, multiplication, division, and percentages).
- Perform data entry for short periods of time.
- Facilitate small- to medium-sized groups is desired.

Necessary Special Skills & Requirements:

- Must be at least 18 years of age.

- For work-related driving, must have a valid California driver's license, a verifiable good driving record, and access to a vehicle with insurance that covers the employee as a driver OR reliable transportation with proof of automobile insurance.
- Employment is contingent on completion of a pre-employment health screening, and meeting TB test and regulatory immunization requirements related to work in a licensed child care facility.
- Employment is contingent on receipt by program of a Criminal Record Clearance confirming eligibility to work in a licensed child care facility.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, communicate clearly, and supervise staff.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may occasionally lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver's License and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will regularly use computers and computer printers, telephones and other similar electronic office equipment.
9. The environment can be noisy and includes the comings and goings of small children and their families.
10. The employee may occasionally use kitchen equipment and implements that can be heavy, hot or sharp; as well cleaning and sanitizing products.

Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.