



Employment Opportunity

Community Child Care Council of Santa Clara County, Inc. (4C Council)

Position: Supervisor - Resource & Referral

Salary: Commensurate with experience and training, with excellent benefits

Reports to: Resource and Referral Program Manager

Agency Background:

The Community Child Care Council (4C Council) is a non-profit, community-based agency that serves as the community childcare link for families and childcare professionals who live and work in Santa Clara County, California. The agency and its staff are proud to serve the Silicon Valley families, for more than 35 years, with the support of the California Department of Education and other funders. The 4C Council provides education, information, referrals, childcare payments, and family supportive services to over fifty thousand parents, children, early care and education providers each year.

Position Objective:

Provide administrative and programmatic support to the Program Manager in all aspects of the Resource and Referral department leading to quality childcare resource and referral services to families, children, and the community. Supervise program staff in the delivery of child care referral services to clients, in conjunction with program guidelines, agency policies and with the mission of the organization.

Example of Duties and Responsibilities:

- Supervise program staff to plan, implement and evaluate the delivery of child care referral services.
- Evaluates performance and ongoing development and training of department staff on program requirements, policies and professional customer service to clients.
- Maintain full knowledge of program guidelines. Able to learn and apply all functions of the department.
- Assist Program Manager to represent 4C Council in community and public activities.
- Assists with the quality control of Resource and Referral department services and database.
- Able to work extended hours to meet agency and client needs.
- Maintain full confidentiality of information of clients and all agency matters.
- Supports the management of the department in the absence of the Program Manager.
- Assist in planning, coordination and implementation of training workshops for providers, parents and the general public.
- Assist in gathering of statistical information and presenting the data in a written and public presentation format

The duties listed above are intended to provide an example of the general routine and level of work being performed. Incumbents may be required to perform other duties as assigned.

Qualifications Include:

Four year degree in business/public administration, communication, Child Development or Social Services related field. Experience in the field of Early Childhood Education preferred. Minimum two-three years successful project management and supervisory experience.

Knowledge and Abilities:

- Must work positively, cooperatively and supportively with agency personnel.
- Must be able to collect and analyze data, write reports, prioritize, and complete multiple tasks by designated due date
- Must work cooperatively and positively with the Program Manager and staff in a team setting.
- Strong problem solving skills, strong verbal skills and the ability to write clear, concise reports.
- Must be able to make presentations.
- Must be willing to travel intrastate as well as to national meetings, and conferences.
- Able to work with diversified staff and comprehend problems and issues facing families across a variety of ethnic and economic communities.
- Ability to work with minimum supervision.

License or Other Requirements

Must have access to a dependable car with minimum legally required insurance coverage, and possess a current valid California driver's license.

For consideration please send resume with cover letter to:

Human Resources Manager

Simone Robinson

2515 North First Street

San Jose, CA 95131

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408-577-1453 - Fax