JOB DESCRIPTION

JOB TITLE: Counselor II, T.E.A.C.H. Early Childhood Initiative
OFFICE LOCATION: Chapel Hill
DIVISION: Professional Development Initiative
SERVICE AREA: Statewide
DEPARTMENT: T.E.A.C.H. Early Childhood® Project
CLASSIFICATION: Non-Exempt
DIRECT SUPERVISOR: Counselor III, T.E.A.C.H. Manager
HOURS PER WEEK: 40

JOB SUMMARY: Perform as a case manager for scholarship recipients within an assigned North Carolina service area funded through the T.E.A.C.H. Early Childhood Project by reviewing applicant information and processing according to requirements and guidelines, managing and maintaining recipient and sponsor records, recruiting eligible recipients and sponsors, advising and providing information regarding available scholarships.

DUTIES AND RESPONSIBILITIES:
- Treat information on CCSA clients, employees or Board members in a confidential manner
- Inform and recruit potential participants in a given service area by mail, phone and through various methods of outreach (including presentations to early childhood classes and conferences)
- Review scholarship recipient activity and update recipient/sponsor records and information
- Track wage progression and notify recipients/sponsors of raises and/or bonuses
- Authorize charge approvals for community college tuition
- Review and process scholarship applications against eligibility requirements
- Answer questions and present scholarship programs to child care centers, owners, community colleges, teachers, family child care providers and related-service agencies
- Explain program practices, policies and procedures to clients as needed.
- Gather necessary data and information for reporting purposes
- Enter applicant and child care program information into database, update as need and verify accuracy on a regular basis
- Track and process recipient reimbursements
- Communicate with scholarship recipients and sponsoring programs
- Perform other tasks as assigned by agency leadership

SPECIAL SKILLS:
- Effective oral and written communication skills with internal and external clients
- Computer experience; knowledge of or demonstrated ability to learn FileMaker Pro
- Attention to detail with ability to perform various administrative tasks efficiently and accurately. Must deliver quality customer service, demonstrate the ability to effectively problem-solve and work in a team environment

EDUCATION AND EXPERIENCE REQUIREMENTS:
- A Bachelor’s Degree in Early Childhood/Child Development or a related Human Services field is required
- Minimum two-years of experience in an early childhood program
SPECIAL WORKING REQUIREMENTS:

- An automobile at his/her disposal; a valid, non-suspended NC driver's license and a current automobile liability policy with continuous coverage; Reasonable accommodations may be made at agency's discretion
- Must be able to manipulate and operate office supplies and equipment. Occasionally required to lift up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities
- No substantiation or criminal conviction of child abuse or neglect
- May require need for flexible schedules, including occasional evening and weekend work
- May work in shared space
- Some in-state travel is required

SALARY RANGE: $28,080 - $42,120

Please submit cover letter and resume to HR@childcareservices.org

Please note that both ranges reflect salaries for a full-time employee and must be adjusted for hours fewer than 40.

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