

# MountainHeart Community Service

**Job Title:** Community Outreach and Resource Specialist  
**Department:** Child Care Resource and Referral  
**Reports to:** Program Director  
**FLSA Status:** Non-Exempt  
**OSHA Category:** Category 3

## Summary:

Identifies and connects families to resources, collaborates with other agencies, creates awareness of child care services and resources available through the Child Care Resource and Referral Program, educates families and the community about quality child care and provides linkage between MountainHeart CCR&R and other early childhood entities and programs. Coordinates and represents MountainHeart CCR&R at community events. Works with web site administrator. Coordinates public relations and marketing.

## Essential Duties and Responsibilities:

- Coordinates all efforts to create awareness through public relations of the Child Care Resource and Referral program and services.
- Coordinates staff participation of community and early childhood events and displays.
- Coordinates and represents MountainHeart CCR&R at community events, such as but not limited to: baby showers, informational displays, kiddie fairs, colleges, high schools and local, regional and state early childhood events.
- Coordinate special early childhood events such as, but not limited to: Week of the Young Child, Provider Appreciation, Child Abuse Prevention month, Read Across America.
- Creates awareness of Child Care Resource and Referral services, resources and training through a variety of media forms.
- Identifies and connects families to resources.
- Provides linkages and develops partnerships with other early childhood entities and agencies.
- Clerical and support duties as assigned.
- Provides excellent customer service in a professional manner.
- Develops a public relations plan and uses current marketing techniques to educate the community and early childhood partners on quality childcare.
- Utilizes and adds to the current CCR&R Resource Directory on site, offers resource linkages and referrals to customers.
- Assists with website review and addition of content.
- Prepare correspondence, brochures, reports, newsletters and other documents.
- Assists in the ordering and purchasing process as assigned.
- Maintain a calendar of current and future events.
- Attend required trainings, webinars and meetings.
- Maintain confidentiality at all times.
- Other duties as assigned.

Updated: October 10, 2018

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Service Incorporated is an Equal Opportunity Employer

**Supervisory Responsibilities:**

This position does not have supervisory responsibilities.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Some computer skills including knowledge of Microsoft Word, FACTS and Excel. Excellent telephone skills. Ability to operate and maintain office equipment.

**Education and/or Experience:**

High school diploma required. Associate degree preferred. Must have a valid driver's license. Must be bondable. APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

**Language Skills:**

Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from clients and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to type, sit, and reach. The employee is occasionally required to carry and reach. The employee may occasionally lift and/or move up to 50 pounds.

**Work Environment:**

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. This position requires sitting, standing, balancing, climbing, crawling, kneeling, overhead work, driving, and crouching, among other physical functions. The noise level in the work environment is usually quiet. Travel is required.

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Employee Signature:

Date: