



Information & Referral Coordinator

Action for Children (AFC), Central Ohio's Child Care Resource and Referral agency, is seeking an individual to join its Family and Community Engagement team. This position coordinates the day-to-day activities of the Information & Referral team which draws on the knowledge of early childhood education and provides information, resources and referrals for clients seeking quality early learning opportunities. The Coordinator will ensure quality customer service is provided and have the skills to learn and manipulate a database system to ensure program deliverables are met. Additionally, the Coordinator will assist the Program Manager by handling administrative tasks and serve as liaison with partnering agencies and organizations.

Major responsibilities include:

- Overseeing the administrative aspects of the program including staffing, training, service delivery, and reporting
- Participate in and coordinate community outreach to share all aspects of AFC's work to build brand awareness and recruitment of program participants
- Ensure timely and accurate data collection and reporting regarding program participants and outcomes
- Defining clear performance expectations and provide regular feedback to staff
- Develop relationships and participate in work groups with community agencies, parenting and early childhood system agencies.

Qualifications – Successful candidate will have:

- BA in Early Childhood Education/Child Development, Human Ecology, Social Work, Child Development/Early Childhood Education, Business or related field.
- Proficiency with technology, familiarity with electronic data management/database systems, data entry and manipulation and experience with Microsoft Office Suite
- Expertise in providing, managing and monitoring customer service best practices
- Knowledge of early childhood care and education best practices
- Ability to work with families of various backgrounds and cultures, demonstrating cultural responsiveness
- Working knowledge of local and state community resources
- Prior supervisory experience
- Excellent communication skills – written, verbal and formal presentation

Action for Children



Job Posting

- Understanding of how intersecting systems of racial, gender, and class discrimination shape conditions for early childhood educators, child care programs, and the children and families they serve

The Ideal candidate will have a desire to contribute to a place and profession which values collaboration, diversity, growth, and respect for all people. They will demonstrate the ability to be highly motivated, creative and flexible, and be committed to the overall success of the program and team. This position requires the individual to have highly developed attention to detail, strong organizational and communication skills and have a proactive approach to identify and work around obstacles to success.

HOW TO APPLY

Interested individuals should send a resume and cover letter outlining how they meet the specific requirements of the position to Human Resources, jobs@actionforchildren.org by **November 30, 2021**. No phone calls please. Action for Children is an equal opportunity employer.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note, the selected candidate will be required to submit to our background and reference checking process.

COVID-19 considerations:

Action for Children has adopted a mandatory COVID-19 vaccination policy for all current and future employees. AfC is an equal opportunity employer and does allow for accommodations based on medical exemptions and/or sincerely held religious beliefs.