



**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

Date posted: 1/25/19  
Date closed: 2/25/19  
**Or when filled**

<b>Job Title</b>	<b>CENTER SUPPORT STAFF</b>
<b>Requisition Number</b>	2019-000
<b>Department/Program</b>	Head Start
<b>Location</b>	<b>Brauchle Head Start:</b> 8555 Bowens Crossing, San Antonio, TX 78250
<b>Position Type</b>	Full-Time/Non-Exempt/ 12 months per year
<b>Work Days/Hours</b>	Monday – Friday; 40 hours; schedule varies according to Center needs
<b>Pay Rate</b>	\$10.51-\$11.51 per hour; non-exempt
<b>Job Summary</b>	<p>The Center Support Staff in the daily center operations and works in collaboration with the Head Start Teacher delivering the classroom curriculum in accordance with Head Start regulations, licensing procedures and guidelines, as well as agency standards. Responsible for the care and supervision of children in accordance with Head Start regulations, licensing guidelines, and agency standards. Ensures that the classroom is one in which children are aware of expectations, provided with rules and maintain consistency, build a positive relationship with the students which focuses on positive communication, appropriate physical proximity, respect, and positive discipline and guidance. Works in collaboration with center staff to greet parents, assist with basic office duties (i.e., filing, answering phones, message taking, etc.), help with kitchen and snack duties, and serves in the capacity as an extra set of hands to perform the tasks and duties necessary in order to safeguard the flow of the daily center schedule. He/She is responsible for following Head Start regulations, licensing requirements, and agency procedures and protocols with a focus on safety and promoting a positive experience for the children and is a positive role model to all children. Maintains supervision of children and maintains ratios at all times. The Center Support Staff may be required to assist in various Head Start classrooms and/or centers as assigned, and moves from classroom to classroom or center to center as need and directed.</p>
<b>Competencies &amp; Skills</b>	<p><u>Achievement Focus:</u></p> <ul style="list-style-type: none"> <li>Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts upon opportunities. Takes calculated risks to accomplish goals.</li> </ul> <p><u>Adaptability:</u></p> <ul style="list-style-type: none"> <li>Adapts to changes in the work environment. Manages competing demands. Accepts criticism and feedback. Changes approach or method to best fit the situation.</li> </ul> <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> <li>Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.</li> </ul>
<b>Qualifications &amp; Experience</b>	<p><u>Required:</u></p> <ul style="list-style-type: none"> <li>High School Diploma or GED plus a Child Development Associate (CDA) credential required.</li> <li>Previous classroom experience and ability to utilize various learning techniques in the successful delivery of curricula.</li> <li>Understands cultural differences and is sensitive to the implications of culture for service delivery.</li> <li>Maintain First Aid/CPR certifications.</li> <li>State of Texas vehicle operator’s license and proof of current liability insurance.</li> </ul> <p><u>Preferred:</u></p> <ul style="list-style-type: none"> <li>Fluent in English and Spanish (read, write, and speak).</li> </ul>

Interested applicants should send resume/application to:

[Recruiting@family-service.org](mailto:Recruiting@family-service.org)

(Please include **Job Title** and **Requisition Number** in correspondence)

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