



Workforce Development Manager

Child Care Resource Center (CCRC) is the best partner for businesses in our region seeking to automate routine business tasks and technical support in everyday child care business operations. We provide Business Services that allow child care and youth programs to meet their daily administrative and program needs in a budget friendly manner. CCRC serves a diverse customer base across multiple industries to accommodate their business needs, through many professional methods, including; software/hardware solutions, technical support and business training and forums.

POSITION SUMMARY

Child Care Resource Center is a fast growing, North Central Ohio based, resource and referral agency dedicated to teamwork and superior customer satisfaction. To continue our growth, we are searching for a motivated individual to manage, implement and grow a new program, Child Care Staffing Solutions (CCSS). A stellar candidate will initiate relationships with multi-level decision makers and community member through many channels (phone, email, online, etc.), marketing campaigns, in-person contacts, and presentations. The CCSS Manager fulfills dual role of recruitment support and maintenance efforts to ensure the new CCSS program meets needs and grows to become a self-sufficient program within the CCRC.

The CCSS Manager will provide access, training and support on the CCSS automated platform and solutions to clients to strengthen business operations assisting them in saving time and money as they build strong early childhood businesses.

Basic Minimum Requirements

- Bachelor Degree, Human Resources or Business or related field (sales, marketing)
- Moderate to high levels of computer proficiency with ability to use a laptop, tablet/iPad, and smart phone
- Minimum 3 year's experience in human resources recruitment/retention activities or in direct business fields working in hiring and maintenance of staff
- Reliable transportation
- Excellent written and oral communication, data management, and organization skills
- Ability to relate to a broad spectrum of community organizations
- Team Work oriented and driven
- Creative thinker and problem solver
- High energy and overall positive outlook

SKILLS:

- Ability to problem solve using new and innovative ideas with the goal of creating a great customer experience
- Ability to effectively prioritize multiple tasks and projects under the constraints of strict deadlines and time pressures.
- Strong verbal and written communication; active listener
- Outgoing, friendly, and energetic
- Human Resources/Business acumen, professional attitude
- Competitive in nature
- Deadline driven, achieves results with little supervision
- Ability to collect and compile data, and perform data entry
- Ability to work independently and as a team member
- Ability to multi-task



- Comfortable giving direction, holds others accountable, and solution oriented
- Resilient and adaptable to changes in direction
- Highly organized with attention to detail
- Demonstrates the desire for continual self-improvement

Key Areas of Responsibility:

- Recruit, onboard, train and support clients (substitutes, child care centers and shared service partners) to participate in CCRC CCSS platform
- Communicate regularly with clients. Providing information and support building confidence in the CCRC CCSS Platform and work
- Create and share short cuts and tips on a regular basis to ensure client success and to facilitate all client connections
- Provide excellent customer service to existing clients. Monthly “check-in” calls and email news and updates
- Monitor platform analytics and information to inform weekly/monthly communication, training and recruitment strategies
- Work with internal CCRC professional development department to create and schedule onboarding and training plan for substitutes and workforce development - ongoing
- Provide regular communication to the executive director of identified dashboard indicators
- Compile data necessary for completion of agency, local and state reports using agency tracking tools.
- Actively market and recruit substitutes and workforce development participants - ongoing
- Actively engage clients participating in CCSS platform services into other CCRC services and supports as needs are identified
- Manage all workforce development efforts in creating and sustaining a robust substitute pool and a support service to contracting child care programs
- Collaborate with state agencies, training and provider services (CACFP & Business) to create a “pipeline” approach to the recruitment process for both substitutes and child care programs
- Support our Shared Service Partners in improving their use and management of the CCSS tool statewide
- Know and understand Ohio state licensing regulations as they pertain to the CCSS platform and onboarding process
- Create and disseminate materials (hard copy, online, website, etc.) that support the CCSS program with hiring, onboarding and maintenance of the CCSS platform and shared services partner relationships
- Participate in “Starting a Child Care Program” training development and implementation pipeline strategy
- Identify prospects outside of the HubSpot tool by utilizing Google and similar search and mapping applications.
- Maintain CCRC CRM database with accurate information and work to increase connections with clients not utilizing the CCSS Platform

The CCSS Manager works primarily with the executive director utilizing the agency and department strategic goals to grow the work of the CCSS platform by monitoring new clients within all departments of the CCRC (parent services, provider services, CACFP, professional development) as leads or programs to include.

**Benefits:**

- Fulltime position
- Salary : \$40,000.00 - \$43,000.00
- Benefits: Medical (CCRC pays 70%), Life (paid by employer), 403b Retirement, Sick Leave, Vacation Time

Core Values:

Every Interaction Matters - **RELATIONSHIPS**
Committed to expanding and sharing **KNOWLEDGE**
INNOVATIVE in serving our community
INTEGRITY in our daily interactions
TRUST earned with every action

How to Apply To apply for this opportunity, email Jennifer Dodge, executive director at JDodge@ccrcinc.com and include the following:

- “I read the job description” in the subject line (without quotations).
- Please note all applications that fail to include the above will not be considered.

The CCRC is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, age, national origin, protected veteran status, disability, or any other basis protected by federal, state, or local law.