

Child Care Solutions, Inc. Position Description

Title: Parent Services Specialist		
Team: Parent Services	Status: Non-Exempt	Updated: June 2026

Reporting relationships:

Reports to: Parent Services Coordinator

Summary Description: Parent Services Specialists assist families in finding quality childcare and early education programs by providing referrals, consumer information, and guidance tailored to their needs. They help families make informed childcare decisions, connect them with available resources and services, and offer parenting education and support to promote positive child and family outcomes.

Essential Functions:

1. Provides childcare and early education referrals, which are responsive to families' needs by phone, email, on-line or in-person at our site and community sites
2. Refers parent customers to other community resources when they have additional needs
3. Provides information to help childcare consumers understand the components of quality care and support their ability to make informed childcare choices
4. Provides consumers with information about childcare costs and available financial aid including the childcare scholarship programs administered by Child Care Solutions
5. Assists the Coordinator in developing and updating written and on-line information and educational materials for distribution to childcare consumers.
6. Enters accurate and complete parent customer data into the referral database that includes all NYS standard consumer data fields
7. Updates the provider and community databases to ensure that data is comprehensive and accurate and includes all NYS standard provider data fields
8. Forwards incoming complaints about childcare providers that involve allegations of possible violations to the Registration Team for further documentation and follow-up
9. Works with other team members to ensure that agency databases include current and accurate listings for the providers operating in our service area.
10. Stays current with NYS regulations and best practice in the early childhood field.
11. Maintains knowledge of community resources to which providers and parents can be referred for parent education and additional services and support.
12. Provides one-to-one technical assistance to parents using legally exempt childcare providers.
13. Assists in agency efforts to market family childcare in the community as a home-based business opportunity and recruit new family childcare providers.
14. Participates in outreach efforts to inform the community about Child Care Solutions' services
15. Makes informational presentations to parent, provider and community groups.
16. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Highschool Diploma/GED required, Bachelor's Degree in Early Education, Child & Family Studies or related field or equivalent education/experience preferred

Knowledge: Requires 2 years' experience working with children and families in a childcare or early education program, or in an information and referral call center setting

Competencies: Effective oral and written communication, presentation skills, knowledge of child care operation and best practices, high level of accuracy and organization, proficient in use of MS Office and/or other databases, strong customer service skills, knowledge of community resources and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

Level of responsibility: Works with moderate level of supervision, exercises some discretion and independent judgment

Working Conditions:

Schedule: Requires flexibility, some evening and occasional weekend hours

Environment: Agency's Syracuse and Auburn offices, the TA Employment office in Syracuse, and other community sites

Travel: Some local travel in Onondaga and Cayuga County, some regional meetings, infrequent out-of-state travel to conferences or training events

Customer Responsibilities and Contacts: Extensive contact with parents and providers, some contacts with children, local employers, community agency staff, DSS, HHS and TA Employment representatives; frequent collaboration with other Child Care Solutions teams

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Ability to stand for 1 - 2 hours for presentations
- Moderate physical exertion: Occasional lifting of up to 25 pounds of equipment/material

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____