



**Crystal Stairs:  
Improving the Lives of Families through  
Child Care Services, Research, and Advocacy**



**OUR CORE VALUES**

*Excellence \* Relationships \* Integrity  
Empowerment*

Crystal Stairs is one of the largest private non-profit child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of over 25,000 children per year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. You'll receive 2 weeks paid vacation to start, 3 weeks after 3 years, and 4 weeks annual vacation after 5 years. You'll also receive 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include excellent health and dental plans, as well as vision and employee assistance plans. We offer employer-paid life insurance and optional supplemental life/dependent life insurance, as well as flexible spending accounts for health care and dependent care expenses. We also offer a 401k with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our mission— to Make Crystal Stairs the Premiere Child Care and Child Development Agency in California— is not an easy one. Yet, within it you will find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

**Quality/Career Coaching Specialist – Resource & Referral**

**What We're Looking For:**

We seek a knowledgeable and creative Quality/Career Coaching Specialist for our Resource & Referral department who will be responsible for specialized technical assistance and support to child care providers, including on-site quality improvement coaching and promotion of professional development access and attainment. In this role, you will build and maintain relationships with child care professionals, provide mentoring and resources to help providers integrate new information into child care practice, facilitate the development of an individualized professional development plan, and connect providers to professional growth opportunities. Additionally, the Quality/Career Coaching Specialist will recruit participants and build trust with participating child care providers. You'll also provide and maintain reports of work activities and track/monitor progress of participants. Lastly, you'll perform other duties as assigned by Coordinator and/or Program Manager.

**EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:**

- Minimum of three years experience working in a child care setting and working with adult learners and diverse client populations. Familiarity with various child care assessment tools.
- BA/Science in Child Development or related field from an accredited university preferred.

- Knowledge of County, State and Federal provider contract requirements for Resource & Referral, Alternative Payment and Child Care Subsidy Programs.
- Working knowledge of California's child care delivery system and child care provider population.
- Working knowledge of higher education systems and requirements.
- Strong time management, organizational skills and ability to prioritize work.
- Excellent written and oral communications skills
- Excellent customer service skills and experience with a diverse client base
- Ability to handle multiple projects and meet deadlines.
- Ability to apply program guidelines and follow procedures.
- Ability to take initiative on projects and work independently with minimal supervision.
- Strong attention to detail and ability to multi-task.
- Ability to maintain confidentiality.
- Ability to work evenings and weekends.
- Must have reliable transportation, valid driver's license and insurance.
- Bilingual English/Spanish both oral and written language preferred.

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, gender identity, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.