



*Improving the Lives of Families through
Child Care Services, Research, and Advocacy since 1980*

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. That's why we offer your choice of flexible work schedules, **with a paid lunch break**: four 10-hour day workweeks, four 9-hour days, and one 4-hour day, or a five 8-hour day workweek.

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 3 personal days per year, 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include 100% employer-paid HMO health and dental plans, 80% employer-paid PPO health and dental plans, and vision and employee assistance plans. We offer employer-paid life insurance, and optional supplemental life/dependant life insurance, as well as flexible spending accounts for health care and dependent care expenses. We also offer a 403b plan for new employees, and a 401k (with employer match & profit sharing), 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!

CDE PROGRAM SUPERVISOR

What We're Looking For:

The CDE Program Supervisor is primarily responsible for delivering services to families under the subsidized child care assistance program. The Supervisor manages a team of Family Services Specialists and other support staff, and coordinates activities in support of the delivery of services. In this critical position you will monitor caseloads and terminations to ensure enrollment flow is consistent with expenditure projections; prepare and submit reports. You will participate in bi-weekly team meetings with management team to identify staff development and training needs, and provide opportunities to address them through in-house training and/or external workshops, seminars and conferences.

Other key duties include providing direction, leadership and coaching to staff members by conducting periodic staff meeting and frequent check-ins. Providing opportunities for employees to develop their competencies. Provide staff development and take prompt corrective action when necessary and conduct Performance Evaluation Process in timely manner. You will also track and monitor attendance of employees including timely submission of e-time and Select and hire well-qualified, talented staff that reflects labor market diversity. In addition, you will represent the program and agency at professional organizations and community meetings

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- 1-2 years of supervisory experience preferred, and ability to supervise staff at multiple sites.
- B.A. or B.S. degree in social services, social welfare or related field; relevant work experience may be substituted for college level education.
- Knowledge of contractual requirements for the California Department of Education and agency policies and procedures preferred.
- Strong time management and organizational skills.
- Ability to organize, prioritize and delegate workflow.
- Ability to exercise of independent discretion and judgment in determining course of action for specific situations.
- Excellent written and oral communications skills in order to prepare and deliver effective public presentations to a variety of audiences.
- Excellent customer service skills and experience working with a diverse client base.
- Bilingual English/Spanish a plus.
- Ability to handle multiple projects and meet deadlines.
- Intermediate to Advanced experience with MS Word, Excel and databases.
- Ability to apply program guidelines and follow procedures.
- Ability to maintain confidentiality.
- Ability to analyze complex information and develop creative, effective and efficient solutions.
- Strong attention to detail and ability to multi-task.

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, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.