



Choir School of Delaware

JOB DESCRIPTION

JOB TITLE: After School Support Staff and Liaison

DEPARTMENT: Education/Mentoring

REPORTS TO: Family Services and Programming Manager

FLSA STATUS: Non-Exempt

EEO: 5

PREPARED DATE: 8.22.23

SUMMARY: In this role, you would support program staff and elementary-age students. You would also be responsible for liaising between the school and the community partners as well as families enrolled in the program.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Planning, preparing, and implementing lessons that are engaging and fun and include math and reading instruction for elementary-age students.
- Overseeing daily lesson plans and activities.
- Assisting children with assignments and homework, such as reading, writing, and math.
- Preparing learning materials and equipment, such as books, arts and crafts, stationery, and other supplies as needed.
- Interacting with children to provide guidance, emotional support, and motivation to complete tasks.
- Liaising with families to discuss their children's performance and coordination of additional services through the community partner.
- Maintaining an organized and clean environment and ensuring students conduct themselves appropriately.
- Ensuring that all school rules, policies, and guidelines are adhered to in the classroom.
- Provide substitute support in classes during teacher or program leader absences.

MEASUREMENT:

- Maintain confidentiality of CSD business matters.
- Accurate and timely reporting.
- Follow-up on all inquiries within one business day.

TEAMWORK:

- Demonstrate and promote a spirit of cooperation and teamwork throughout the organization.
- Continually look for ways to improve our processes and ability to serve our internal customers and students effectively.
- Improve personal performance on a continual basis.

CONSTITUENT RELATIONSHIPS:

- Provide responsive, professional, and diplomatic customer service.
- Answer customer calls and correspondence quickly and pleasantly.
- Communicate with internal customers and students in a friendly, professional, and patient manner.

- Perform all duties with the goal of building and maintaining long-term relationships.
- Immediately address any internal customers and students' concerns and request the involvement of other personnel as required. Notify the manager of any major concerns and the action taken to resolve them.

SAFETY:

- Use and promote safe work practices in the office and in the community.
- Follow all company safety programs and report any non-compliance to your manager.
- Notify the manager or Director of Operations and Music of any unsafe conditions.

SUPERVISORY RESPONSIBILITIES:

- Not applicable

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE:

- A bachelor's degree in teaching, early childhood education, or a similar field.
- A minimum of 2 years experience working as an after-school teacher, teaching assistant, or a similar role.

COMPUTER SKILLS:

- Expertise with 365 MS Office Suite and Google Workspace

CERTIFICATES, LICENSES, REGISTRATIONS: **Upon hire or completed within the probationary period*

- Teaching certification preferred
- DEEDS Certification
- CPR/First Aid
- Administration of Medication

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, board members, students, internal and external customers, and the general public.

MATHEMATICAL SKILLS:

- Ability to calculate figures and amounts such as discounts and percentages. Ability to apply basic mathematical concepts.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Community center program spaces.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Working 12 hours/week or less based on calendar.
- Specific vision abilities required by this job include close vision, and the ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to use hands to operate the computer keyboard, mousepad, and telephone.
- The employee frequently is required to stand, walk, sit, carry, and reach with hands and arms.
- The employee may occasionally bend, lift, and/or move up to 20 to 50 pounds.

OTHER REQUIREMENTS:

- Ability to effectively express ideas orally and in writing.
- Ability to plan and implement verbal instructions.
- Strong organizational skills, recordkeeping, and planning skills.
- Committed to the value of music and mentoring.
- Reliable and trustworthy.
- Able to take direction and lend a hand to others.
- Patient and flexible.
- Enthusiastic, easy-going, and enjoy the challenge of working in a small nonprofit organization.
- Ability to work effectively with CSD employees and students.
- Ability to read and interpret policy manuals.
- Professional appearance
- Willing to travel locally as required
- Able to prove U.S. Employment eligibility
- Ability to pass state-mandated regulatory background checks.
- Valid driver's license
- Flexibility to work overtime/weekends, as required

CONFIDENTIALITY / CONDUCT:

- May not divulge any confidential information.
- Will not engage in unprofessional conduct

- May not make changes in their Job Description, Standards of Performance, or quarterly objectives without consultation with the manager and approval by the Director of Operations and Music.

I have received and reviewed the above-referenced duties and responsibilities.

Employee Signature

Date

Manager Signature

Date