

Content Specialist II Position Description

The mission of Garrett County Community Action Committee, Inc., (C.A.C) is to improve the quality of life for Garrett County residents. It does this by

- Empowering people in need to become economically self-sufficient through coordinated, essential services
- Improving the capacity of and partnering with community institutions and leaders
- Providing development expertise and support for economic development

All staff in the agency regardless of specific position are expected and encouraged to work to achieve this mission by being a good ambassador, speaking about services and objectives, and making suggestions for improvements.

Roles and Responsibilities

Content Specialist II is expected to be knowledge about a particular issue area including programs in that area. They provide their experience to the agency working in partnership with other content specialist, providing assistance (often administrative support) to that content specialist. Content Specialist II provides services under general guidance of content specialist; they are able to follow a general plan of action and identify when services are outside of their expertise. They may provide direct supervision to Content Support staff. Content specialties can be in the areas of early childhood education (teaching staff), rental housing, home energy auditing, transportation scheduling and vehicle maintenance.

Specific Responsibilities

- Maintain knowledge and any necessary certifications in assigned content area
- Assist in keeping internal document/knowledge system up-to-date with resources on that area
- Complete documentation and data input on their specific services in the client tracking system, as directed
- Manage Content Support Staff including providing specific direction on services related tasks, timesheets, and leave requests
- Provide input on performance reviews by content support staff.
- Train Content Support Staff to provide direct and specific tasks
- Assist in setting staff schedules as necessary
- Monitors quality standards set by coordinators or content specialists

Supervision

Directly supervised by Content Specialist I or Coordinator I

Specific Content Knowledge/Certifications/Education or Experience Requirements

- AA degree and/or certifications and licensing demonstrating proficiency in content area preferred
- Demonstrated knowledge of programs in content area
- Over 3 years of experience in the assigned content area
- Maintains up to date certifications and licensing
- Proficient computer skills—client tracking and intranet/document management
- Attention to detail
- Able to provide administrative support with a particular knowledge of a content area
- Able to ‘back up’ content specialist by helping to implement services as developed by content specialist

Employee Signature:	Date:
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