

**Content Support 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 Support is expected to be knowledge about performing a particular service or tasks. They should be able to follow clear guidelines about tasks and able to identify when activities are outside of those guidelines. Support is provided in the content area of nutrition (lunch and kitchen aides), early childhood education (bus and child care aides), child and family support, senior center and transit operations.

**Specific Responsibilities**

- Gain specific knowledge about content area necessary to complete tasks.
- Assist in keeping internal document/knowledge system up-to-date with resources on that area
- Complete documentation and data entry on their specific services in the client tracking system, as directed
- Complete specific service tasks as directed by content specialist
- Willingness to support services in multiple ways with direct supervision

**Supervision**

Directly supervised by Content Specialist I

**Specific Content Knowledge/Certifications/Education or Experience Requirements**

- Demonstrated willingness to learn about programs in content area
- High School diploma or GED required
- Follows instruction well and is able to identify when circumstances are outside of those instructions
- 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

<b>Employee Signature:</b>	<b>Date:</b>
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