

POSITION DESCRIPTION

Position: Youth Programs Specialist

Purpose: The Youth Programs Specialist will support the day-to-day operations of youth programs in Community Education. This includes operational support for school-age care (Eagle Zone), youth enrichment programs, and special events hosted throughout the year. The Youth Programs Specialist is responsible for assisting with curriculum development, youth program marketing, vendor relationship management, and ensuring high-quality school-age care services through Eleyo database management, billing, registration, and customer service. They will work in collaboration with Community Education supervisor-level leadership to develop and be accountable for youth opportunities that enrich, expand, and inspire continuous learning. The Youth Programs Specialist reports directly to the Youth Enrichment Supervisor and is responsible to that person for the proper interpretation and performance of the duties and responsibilities of the position.

Primary Customers: **Internal:** District Staff

External: Students, parents, volunteers, community, businesses

Position Qualifications: Education/Certification:

- Bachelor's degree in education, park and recreation, child development or related field preferred, but not required. Equivalent experience in lieu of education will be considered.

Experience:

- 3 years of experience with youth programs preferred, but not required.

Qualifications

- Knowledge and understanding of concepts, principles and philosophy of lifelong learning, public education, and relationship of community education to K-12 programming.
- Experience in promoting, advertising, and informing the public of programs.
- Working knowledge of web-based registration systems, analysis of data, and computer software programs.
- Knowledge of theories, philosophy and approaches to adult and youth programs, evaluation, supervision.
- Customer-focused, with an understanding of customer service skills and strategies.
- Experience working in a fast-paced environment; adaptable when managing multiple tasks and, shifting priorities; ease at managing competing demands and determining priorities independently
- Outstanding organizational skills, attention to detail and ability to work under pressure with a high degree of accuracy and limited direction
- Excellent verbal and written communication skills; able to communicate complex ideas simply and succinctly
- Excellent decision-making, problem solving, group facilitation skills.
- Strong computer and technology skills; proficiency in Microsoft Word and Excel, familiarity with Google docs, and interest in and ability to learn new platforms

- Ability to work collaboratively with other experienced professionals including school principals, assistant principals, teachers, and partnership colleagues
- Ability to maintain discretion regarding confidential matters
- Reflective, lifelong learner

All positions are designed to support the **MISSION** of the Eden Prairie School district: **Inspiring Each Student Every day.**

Essential Responsibilities:

1. Assist the Youth Leadership team with the facilitation and administration of youth programs to include, but not limited to: EPIC, Eagle Zone (PreK-5th Grade), CMS Mornings, and special events. Assure compliance with district policies and standards.
2. Serve as a liaison between families, students, instructors, building administrators, teachers, and the Community Education team to ensure that programming is operating successfully across the district.
3. Maintain and update Eleyo database for enrichment programs, including course rosters, instructor information, course information and other important information specific to enrichment courses.
4. Maintain and update Eleyo database for Eagle Zone School Age Care and other youth programs.
5. Prepares and distributes various reports, payments and billing invoices for Eagle Zone School Age Care program.
6. Assist parents/guardians for all Youth Programs on the phone or in-person with registration, course or childcare schedule changes, billing, or general inquiries.
7. Assists in implementing fee structures, payment arrangements and collection process on delinquent accounts.
8. Assist in enrichment program season design, including fee structure, course structure, vendor proposal selection and course set-up.
9. Ensure effective communication strategies are developed for parents to give feedback about youth programs.
10. Problem solves issues as they arise for students, staff, and families.
11. Create positive communication between school staff, youth programs staff, children, and parents.
12. Maintain the on-site registration process and vendor contracts and payments.
13. Continually assess barriers to participation in youth programs by getting to know families, students, and staff.
14. Understand best practices and work closely with the Youth Leadership Team to evaluate the youth program and make adjustments as needed to best serve students and families.
15. Participate in various professional development opportunities in the field of youth and participate in trainings, as requested.
16. Support marketing efforts by assisting in the development and implementation of a marketing plan, including creating content and distributing marketing materials, email campaigns, and social media campaigns. Take program photos and videos for marketing purposes.
17. Act as department office support if needed, serving as backup to other administrative staff.
18. Promote a positive image of the program and ensure quality customer service standards are practiced at all times by all staff.
19. React to change proactively and maintain professional demeanor in times of crisis and/or

conflict.

20. Other duties as assigned.

Standard Measures of Accomplishment:

1. A high-quality youth program is established and maintained for Eden Prairie families.
2. High-quality youth programs are well managed and sustainable.
3. High-quality programming meets the needs of the school community.

Job description describes the general information and nature of work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Terms of Employment:

Classification Number: CLASS 5

Hours/Week: 40

Days/Year: 260 days

**Hours and days of service are established by the school district and are subject to change according to district need.*

Evaluation: A continuous performance improvement process as implemented by supervisor, Youth Enrichment Supervisor.