Career Development Center
New York Early Childhood Professional Development Institute

Provider Support Specialist

Child Care Resource Network

Buffalo, NY 14216

Other | Full-time | Onsite | $17.00 - $18.00 an hour

Posted on October 21, 2026

Organization Statement

Who We Are:

If you have experience withÂ **Child Care and Training**, come work at one ofÂ **Buffaloâ€™s Best Places to Work 2024**!

https://www.bizjournals.com/buffalo/c/best-places-to-work-2024/22892/child-care-resource-network.html

Child Care Resource Networkâ€™s mission is to promote quality, affordable, accessible care and learning for all children by supporting and empowering families, caregivers, education professionals, and employers. We are a family-friendly agency, supporting our employees and their families with excellent benefits and a commitment to making CCRN a great place to work for everyone.

How CCRN Supports Our Employees:

- Babies at Work program to support new parents and their babies
- Access to Shared Company vehicles, to minimize wear and tear or mileage on your personal vehicle
- Generous PTO that begins accruing immediately upon employment
- 16 days of paid holiday pay, including a floating holiday
- Competitive Health insurance
- Discounted Dental and Eyeglass coverage
- Trainings, Professional Memberships, and Professional Development Classes paid for by CCRN to help your professional growth!

Job Description

This position serves as the operational anchor for the QI & WD team, managing the high-volume "front door" of the department to improve the provider experience in accessing professional development services. The Specialist ensures that all intake processes are efficient, records are compliant, and training logistics are executed with excellence.

Responsibilities

Essential Duties and Responsibilities:

1. Act in accordance with the agency’s vision, mission, and values.

2. Manage the provider intake and triage process, serving as the primary point of contact for new and returning providers to facilitate smooth class and course enrollments and ensure accurate documentation.

3. Maintain organized electronic and paper departmental records, policies, procedures, and data tracking systems in compliance with program and grant requirements.

4. Provide programmatic and clerical support for professional development activities, including coordinating training requests, managing the online registration calendar, and preparing class materials as needed.

5. Support provider engagement by assisting child care providers across all modalities with inquiries, technical assistance, and navigating agency systems and timelines.

6. Serve as a liaison to the finance department by providing clerical support for department invoices, scholarship awards, training contracts, and financial documentation.

7. Deliver administrative support to the Program Department, including scheduling meetings, managing agendas/minutes, and ordering supplies.

8. Provide reception and on-site support for professional development events at least one night a week and one Saturday per month, or as required.

9. Serve as a member of the staff team and attend meetings and training as required.

10. Contribute to additional projects and initiatives that support the agency’s mission and overall objectives

Qualifications

Preferred Qualifications and Competencies:

1. Multilingual in English and Spanish or other languages that would support servicing our customers

2. Familiarity with child care or early childhood education systems

- **Minimum Education Level:** Highschool Graduate or GED
- **Preferred Education Level:** Associate's Degree

Application Instructions

Must maintain a valid NYS Driver’s License and a vehicle with current registration and insurance.

Language Requirements

English, Spanish

Additional Information

Physical Demands:

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 the essential functions.

Work is performed primarily within a professional, climate-controlled office environment that supports focused and collaborative tasks. Physical demands are consistent with standard office activities, including regular computer use, participation in meetings, and the ability to remain seated or move throughout the workspace as needed. There is a requirement to exert up to twenty pounds of force to move or lift work-related products.

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