



JOB DESCRIPTION

PROGRAM SUPPORT SERVICES SPECIALIST **(Resource and Referral)**

Under the supervision of the child care services supervisor (Resource and Referral) the program support services specialist (Resource and Referral) shall be responsible to:

1. Enter and update subsidized childcare provider information into database system.
2. Interact with clients as needed to assist with completing and verifying information, as well as processing CEWL applications and child care referrals.
3. Provide parents, child care providers, and the general public with an overview of program requirements, eligibility for subsidy programs, and training opportunities being offered at CDR.
4. Provide the Resource & Referral (R&R) unit with general clerical support such as typing, copying, filing and assist in creation of PowerPoint, Word, and Excel documents, forms and graphs as needed.
5. Provide staff, parents, and providers with technical assistance and training regarding R&R databases.
6. Maintain, monitor, and order office supplies and miscellaneous items via the electronic requisition system (e-req) as needed by creating a tracking inventory system and liaison with the purchasing department.
7. Generate a variety of reports as required.
8. Take and transcribe unit meeting notes.
9. Assist all subsidized units in individual and mass enrollments.
10. Keep informed of program changes, eligibility guidelines, and maintain ongoing communication with Child Care Program Department (CCPD) staff regarding families, children, and providers in relation to child care referrals, Child Care Eligibility List (CEWL) applications, and provider updates.
11. Translate a variety of program forms, procedures, reports, and letters as requested.
12. Provide coverage for the customer service desk as assigned.
13. Assist with processing of incoming and outgoing mail in the absence of the mail clerk.
14. Other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- High school graduate or equivalent.
- Minimum of three years' experience involving community or social work or in a highly responsible clerical support or customer service capacity.

Preferred Criteria: College degree.

Knowledge and Abilities: Bilingual skills (English/Spanish) required. Good typing skills. Good knowledge of Windows environment and applications such as Word, Excel, and PowerPoint. Ability to work with minimum supervision. Ability to effectively follow written and verbal instruction. Ability to communicate effectively orally and in writing. Ability to establish good rapport with staff, outside agencies, and the general public. Ability to effectively generate accurate reports and documents. Ability to maintain strict confidentiality.

Physical Ability: Ability to effectively use hands and fingers in the use of computer keyboard and other office machines. Ability to effectively see computer screen and read data. Ability to sit at workstation for prolonged periods of time.

License or Other Requirements: Possession of a valid California driver's license. Must submit to a pre-employment, agency-paid physical examination. Employment is conditional pending satisfactory results of a physical examination.