



JOB DESCRIPTION

PROGRAMS INFORMATION REPRESENTATIVE **(Job-Shared Position)**

Under the supervision of the assigned child care services supervisor, the programs information representative shall be responsible to:

1. Provide callers and walk-in customers with general information about CDR and any of the programs available including State Subsidized Child Care, CalWORKS Stage One Child Care, Alternative Payment, Resource & Referral, Head Start, and Early Head Start, Family Child Care Network, and provider services. This includes answering general program information inquiries left on CDR's website.
2. Provide Head Start/State preschool, subsidized, and CalWORKs child care applicants with pertinent program eligibility requirements information.
3. Assist walk-in customers with CDR program applications including copying of documents and submit to the appropriate program/department personnel for processing.
4. Refer walk-in customers to appropriate staff who will be able to assist them.
5. Look up client information on CDR software systems (i.e. Care Control 3 (CC3) for CCPD programs and Child Plus for Head Start, etc.) as needed.
6. Maintain a log by program of the number of walk-in customers and callers assisted.
7. Maintain the main lobby reception area and client interview rooms tidy and well stocked with related materials and supplies. Disinfect lobby toys daily.
8. Distribute mail and/or documents left at the customer service desk to the appropriate staff or client.
9. Obtain and enter all Ventura County school district and private pre-schools school calendars in CC3.
10. Turn off interview room computers and lock rooms at the close of each workday.
11. Serve as the main back up for the customer service desk when full-time coverage is needed.
12. Perform other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- Minimum high school graduate or equivalent.
- Minimum of two years' experience in a highly responsible clerical position which required extensive public contact both in person and over the telephone.

Knowledge and Abilities: Fluent bilingual (English/Spanish) skills required. Ability to maintain good attendance and punctuality is a must. Ability to maintain a warm, friendly, and professional demeanor. Ability to maintain good working relationships with other staff, clients, and the general public. Ability to learn the basic facets of CDR programs and make referrals as appropriate. Familiar with community resources. Knowledge of Windows environment including Word and Excel. General knowledge of standard office equipment, procedures, and filing. Ability to work under pressure and multi-task. Must be sensitive to multicultural, low-income, and disadvantaged families. Ability to work with minimum supervision while conducting assignments of varying difficulty.

Physical Abilities: Ability to see at normal distance and hear normal conversation and sounds with and without a telephone headset. Ability to effectively use hands and fingers in the use of computer keyboard, filing documents, and use of other office machines.

Other Requirements: Must submit to a job-pertinent, pre-employment, agency-paid job physical examination. Employment is conditional pending satisfactory results of pre-employment physical examination.