



Child Care Coordinating Council of San Mateo County, Inc.

JOB DESCRIPTION

Title: Bilingual Client Services Coordinator (English/Spanish)
Reports To: Controller
Department: Administration
Classification: Non-Exempt
Hours: 40 hrs/week, 8:15AM to 5:00PM Mon-Fri, (with some evening and weekend shifts, as needed)

PRINCIPAL RESPONSIBILITIES:

Under the direction of the Controller responsible and accountable for specific program duties related to the delivery of 4Cs client services.

PRIMARY DUTIES:

Client Service: Greet clients on the phone and in person with a friendly demeanor and a high level of professionalism as agency's first point of contact at reception. Answer all incoming calls. Take messages, check messages, and provide accurate and appropriate information to all clients. Document services in the appropriate database.

Child Care Referrals: Provide child care referrals and resources to parents and community. Document services in the appropriate database. Educate families on types of care, curriculum models, quality, and choosing child care.

Administrative Service: Process all incoming and outgoing mail. Ensure secure processing of any checks, credit card, or cash payments. Maintain office supply levels ordering as necessary. Request and confirm conference room reservations for agency. Enter client data from applications or reports into databases; gather and summarize data on clients as needed for reports. Process all attendance forms and child care certificates on a daily basis. Provide program support as needed.

Community Resources: Support efforts to continually expand and improve understanding of resources available throughout the county. Develop collaborative relationships with resource agencies and establish procedures for direct referrals of clients. Create and maintain a database of community resources with direct contacts that can be provided to families. Assist families in making connections with appropriate agencies for needed services. Work with Alternative Payment Team to ensure that clients are receiving information about available resources.

Overall: Maintain thorough and accurate records, files, correspondence and statistics in both written form and via data entry in computer databases to fully document services; Propose solutions to problems and discuss with supervisor to implement changes as directed; Follow the 4Cs employment handbook; Foster collaborative efforts within the department and enthusiastically carry out overall agency goals and mission.

Other miscellaneous duties as assigned

RELATIONSHIPS:

- Maintain professional and friendly rapport with clients and visitors. Use good judgment and discretion when discussing case particulars or helping to resolve problems.
- Maintain professional and open communication with management and other 4Cs staff.
- Work as part of a team to assure all functions are covered or completed on a daily basis.
- Share information, collaborate and coordinate activities with other 4Cs staff.
- Maintain confidentiality related to 4Cs services and internal operations.



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NUMBER OF EMPLOYEES SUPERVISED:

Directly: 0 Indirectly: 0

MINIMUM QUALIFICATIONS:

- Bilingual in English/Spanish, written and verbal.
- AA degree or equivalent experience in ECE, Human Services, Social Services or other related field.
- 2-3 years of experience in a related social service, child development, or customer service related field.
- Effective oral and written communication skills.
- Proficiency with MS programs such as Word, Excel, Outlook, PowerPoint and Access. Excellent data entry skills.
- Excellent organizational skills and attention to details and deadlines.
- Ability to manage own workload and prioritize multiple tasks.
- Demonstrated ability to work in a diverse population.

SPECIAL QUALIFICATIONS:

- Knowledge of child development and issues related to the field of ECE preferred.
- Knowledge of state licensing regulations for family child care and center based programs preferred.
- Knowledge of San Mateo County community resources.

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Typing on a computer and use of a mouse
- Sitting at a desk
- Talking on the telephone
- Filing
- Lifting boxes up to 20 pounds
- Some public speaking

DELIVERABLES:

- Excellent customer service when delivering client services.
- Open and close agency daily in accordance with operating hours.
- Complete all assigned tasks daily or by required deadlines.
- Ensure appropriate stock levels of common supplies weekly.
- Maintain and update childcare referral database, community resource database, and childcare subsidy waitlist database

TO APPLY: Please submit a cover letter and resume to:

Child Care Coordinating Council (4Cs) of San Mateo County
Attn: Genie Allen
Sobrato Center for Non Profits-Redwood Shores
330 Twin Dolphin Drive, Suite 119
Redwood City, CA 94065-1455

Or via email:
gallen@sanmateo4Cs.org

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Child Care Coordinating Council – Sobrato Center For Non Profits-Redwood Shores
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