



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Bilingual Client Services Coordinator- Resource & Referral
Reports To: Director of Fiscal & Administrative Services
Department: Fiscal and Administrative Services
Classification: Non-Exempt
Hours: 40 hours/week 8:15 AM to 5:00 PM Mon-Fri
Some evenings and weekends as required

PRINCIPAL RESPONSIBILITIES: Under the direction of the Director of Fiscal & Administrative services, responsible and accountable for providing high quality customer service to internal and external clients through administrative support and carrying out duties related to the delivery of 4Cs services.

PRIMARY DUTIES:

- **Child Care Referrals** Provide quality child care referrals to parents after thoroughly assessing parent and child needs. Provide enhanced child care referrals for families referred through employers contracted with 4Cs. Follow up with families to ensure child care was found and to offer additional referrals if needed.
- **Resource Research & Referrals** Provide referrals and community resources to clients. Serve as liaison between families, providers, and community resources. Continuously research and obtain updated and new materials to ensure 4Cs is providing the most current and comprehensive resources to families and providers.
- **Data Base Maintenance** Ensure timely quarterly updates in NACCRRAware database, Review and Update Provider profiles in NACCRRRA database through (Online Provider Services Module) Responsible for calling child care providers to ensure NACCRRRA profile is current, mail new provider packets to interested in joining referral database, follow up via phone with providers that attend Community Care Licensing Online Orientations to join 4Cs mailing list and referral database, Assist program staff in regular reporting (monthly, quarterly, annual) of program data to funders
- **Client Reception and Customer Service** Act as support to the Client Services Coordinator- Reception daily to cover the reception desk for lunch and breaks and on an as needed basis to cover absences, Greet clients on the phone and in person with a friendly demeanor and a high level of professionalism as the agency's first contact at reception. Answer all incoming calls, and refer inquiries to appropriate staff member. Take messages, check messages and provide accurate and appropriate information to walk-ins and callers. Offer high quality and appropriate child care referrals to clients via phone, email and in person. Offer assistance and information to clients in regards to available community services. Maintain a friendly, clean, safe and organized work environment in front desk and lobby area at all times. Ensure that children are supervised at all times. Accept and process all incoming mail, deliveries or drop-offs at the front desk in accordance with agency policy. Ensure secure processing of any checks, credit card, or cash payments received by the Front Desk. Check and maintain agency's drop box daily. Log and time/date stamp all incoming mail, correspondence, attendance forms or other deliveries promptly as directed. Deliver incoming mail to appropriate mailboxes daily. Assist with preparing outgoing mailing projects. Process all outgoing mail daily as directed.
- **Other Miscellaneous duties as assigned**



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DELIVERABLES:

- Provide quality child care and community resource referrals to callers, clients and visitors at all times.
- Timely outreach to community partners to locate and/or update resource database.
- Accurately enter all data as required into various databases.
- Act as backup to Client services Coordinator-Reception

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.
- Maintain professional and constructive collaborative relations with counterparts at other agencies or members of the local community.
- Maintain confidentiality of case files and 4Cs internal discussions or internal operations.

MINIMUM QUALIFICATIONS:

- Bilingual Spanish written and oral skills required
- Strong customer service skills.
- High School Diploma.
- Experience in client service, data entry and administration.
- Knowledge of MS Office Suite, include Word, Excel, and Outlook. Experience maintaining database files.
- High integrity.
- Attention to detail.

SPECIAL QUALIFICATIONS:

- Able to work independently.
- Strong organizational skills, ability to prioritize tasks and handle multiple responsibilities.
- Good judgment and discretion.

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Typing on a computer and use of a mouse 75% of the time
- Sitting at a desk 75% of the time
- Talking on the telephone
- Filing including lifting, pulling and reaching