



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Bilingual Client Services Coordinator
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
Salary range: \$21-\$22/hour

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:

- **Client Reception and Customer Service.** 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.
- **Program Support.** Offer support to programs by filing, creating folders, folding and stuffing materials for mailings and overall support as needed.
- **Child Care Referrals.** Assist R & R Coordinator with child care referrals to parents. Provide enhanced child care referrals for families referred through employer contracted with 4Cs. Follow up with families to ensure child care was found and to offer addition referrals if needed.
- **Payment, Mail, Package Delivery and Document Drop-off Processing.** 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.
- **Reception, Supply and Mailroom Areas.** Maintain a supply inventory and order office supplies as necessary to assure a sufficient level of supplies are stocked at all times. 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.
- **Other Miscellaneous Duties as Assigned.** Assist program staff and management as needed. Work on various projects as assigned.
- **Overall:** Foster collaborative efforts within the agency and enthusiastically carry out overall agency goals and mission.



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DELIVERABLES:

- Provide clean, friendly, safe and professional reception and/or referrals to callers, clients and visitors at all times.
- Open and close agency daily in accordance with operating hours.
- Complete all assigned tasks daily or by required deadlines.
- Receive, distribute or send all payments, mail, deliveries and drop-offs, daily.
- Ensure appropriate stock levels of common supplies weekly.

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:

- Excellent Bilingual Spanish written and oral skills required.
- Strong customer service skills.
- High School Diploma.
- Experience in mailroom, accounts payable operations or advanced data entry or administration.
- Knowledge of MS Office Suite, including 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.