



JOB DESCRIPTION

Job Title: **Family Support Navigator**

Reports to: CCR&R and Waitlist Manager

Supervises: No

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting at \$15.50 an hour

Position Summary:

The Family Support Navigator serves as a point of contact for families seeking information on the Early Learning Coalition of Orange County's services including School Readiness and VPK and to provide technical assistance to support families. They are responsible for documenting accurate information about families in the Statewide Data System, screening applicants for eligibility, maintaining current information regarding funding availability and waitlist status, and sharing details about the services available. The primary goal is to assist and support parents during the application process and to ensure accurate information is maintained in the Statewide Data system.

Essential Job Functions:

- Answer inbound calls and emails and make outbound calls to support families.
- Conduct client interviews by phone to assess callers' needs and identify available resources and potential eligibility.
- Provide basic Child Care Resource and Referral (CCR&R) services.
- Assist clients virtually, over the phone and in person with School Readiness/VPK applications, enrollments, and transfers.
- Screen potential clients for eligibility for state and/or local funding by comparing customer information to program requirements.
- Respond to requests for information on services and the application process in a timely manner.
- Review applications for accuracy, completeness, and alignment with any other requirements and approves documents and applications.
- Contact clients when additional documentation is needed; scans documents and assists with submitting documents when necessary.
- Input and review information and documentation into database systems.
- Handle caller concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Perform other duties that may be necessary to maintain the success of the organization.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:

- This position requires successful completion of background screening and drug screening, as the Coalition is a drug-free workplace.
- Must possess a valid Florida Driver's License with ability to travel to off-site locations, if required.
- Ability to work in a fast-paced environment with creativity and enthusiasm.
- Knowledge of English business language with ability to communicate clearly and concisely, both orally and in writing.
- Data entry and typing skills, the ability to type quickly and accurately.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Knowledge of basic customer service techniques.
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Ability to solve problems and deal with a variety of variables.
- Highly reliable with the ability to maintain punctual and regular attendance.
- Must be customer service oriented with a positive customer service mindset: patient, conscientious, responsive, and empathetic.
- Achieve and maintain CCR&R certification within four months of employment.
- This job requires interaction with children birth to five years of age at coalition community and volunteer events.

Education and Experience:

- High school diploma or equivalent required, Associate Degree in a related field preferred.
- Six months of related experience in a call center or customer service environment handling high volume of calls or incoming customers; one year of clerical experience preferred.
- Proficiency in the operation and use of a personal computer and computer software applications (Microsoft Office Suite/Teams). Ability to navigate the internet.
- Bilingual and able to read, write and speak in both English and Spanish or Creole proficiently, preferred.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

