



JOB DESCRIPTION

Job Title: **Family Service Specialist 1**

Reports to: Family Service Manager

Supervises: No

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

Salary Ranges: Starting at \$21.00 an hour

Position Summary:

The Family Service Specialist is responsible for providing direct support to applicants for School Readiness and Voluntary Prekindergarten services offered by the Early Learning Coalition of Orange County. They are responsible for maintaining accurate information in the Statewide Data System, screening applicants for financial assistance and performing eligibility determination and enrollment into programs. The primary goal is to assist families in a highly professional and responsive manner while ensuring accurate data collection and documentation.

Essential Job Functions:

- Determine childcare eligibility in accordance with state and local guidelines.
- Conduct family interviews and complete necessary paperwork for maintaining eligibility, transferring childcare providers, and terminating services.
- Input information and documentation into Database systems.
- Respond to requests for information within designated timeframes and within confidentiality guidelines.
- Provide parents and providers with necessary notifications regarding childcare status.
- Maintain current and accurate information in the Statewide Data System.
- Provide resource and referral services following the Childcare Resource and Referral (CCR&R) guidelines.
- 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 will require remote work. Please be advised that this is a privilege. We will provide you with your electronic equipment. You must ensure that you have a dedicated and quiet workspace. You will be responsible for your chair, desk, and access to a reliable internet/Wi-Fi service. You must provide the privacy that is needed to work with vendors/families and co-workers. You will also need to provide the address for your Telework location.
- This job requires interaction with children birth to five years of age at coalition community and volunteer events.

Education and Experience:

- Bachelor's Degree in Education, Early Childhood Education, Child Development, Health and Human Services or a related field.
- Two years of related experience in CCR&R, determining eligibility for services or the process of childcare enrollment or related processes.
- 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.)
