



JOB DESCRIPTION

Job Title: **Family Engagement Specialist**

Reports to: CCR&R and Waitlist Manager

Supervises: No

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

Salary Ranges: Starting at \$18.00

Position Summary:

The Family Engagement Specialist serves as the first point of contact for callers seeking information on the Early Learning Coalition of Orange County and Childcare Resource and Referral (CCR&R). They are responsible for receiving a high volume of inbound calls, providing resources to callers, and sharing details about the services available as certified CCR&R specialists. Additionally, the Family Engagement Specialist is responsible for inputting accurate documentation into various data systems and processing applications for services. The primary goal is to respond promptly to callers' needs and to ensure callers receive accurate information regarding childcare programs and other community resources.

Essential Job Functions:

- Answer inbound calls and emails.
- Provide resource and referral services following the Child Care Resources and Referral (CCR&R) guidelines. These services may be in person or by phone or email.
- Conduct client interviews by phone to assess callers' needs and identify available resources and potential eligibility.
- Provide accurate and complete information about available resources.
- 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 files for accuracy, completeness, and alignment with any other requirements.
- Assist with gathering detailed information accurately.
- 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:

- 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.)

