

**Family Resource Center  
Job Description**

**Job Title:** CLIENT SERVICES REPRESENTATIVE  
**Department:** Subsidized Child Care  
**Reports To:** SCC Supervisor  
**FSLA Status:** Non Exempt  
**Grade Level:** 01  
**Prepared Date:** January 2023  
**Hourly range:** \$15.75 to \$18.00

Family Resource Center (FRC) employee responsibilities include becoming familiar with all programs operated by FRC.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Answer multi-phone line: take accurate and detailed messages, route calls as appropriate following agency policy and procedure.

Greet public professionally and interact with public, clients, providers, and agency staff with excellent customer service.

Provide general communication and support services to all clients and staff.

Communicate knowledge of all current events, schedules and calendars to all levels of internal and external customers, with awareness and sensitivity to the cultures represented in San Joaquin County.

Communicate basic knowledge of facilities and resources (i.e. key distribution, parking provisions, areas of security, emergency fire procedures).

Develop basic knowledge of agency programs, including subsidized care child eligibility, initial enrollment, and the certification process for the clients eligible for Agency services.

Schedule appointments as directed.

May be assigned minimal number of case files after appropriate training.

Responsible for opening and closing office procedures as assigned.

May assist with item/document transport between agency sites as assigned.

Provide appropriate FRC representation in various ***meetings including offsite locations with clients, potential clients, or members of the community.*** Occasional work outside the traditional workday ***may be required.***

Responsible for the sorting and distribution of general daily mail, including referral forms.

Participate in staff meetings.

Other duties/agency department functions as assigned by Supervisor.

**QUALIFICATIONS** To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

***Must have a valid driver license, active car insurance and automobile transportation.***

Ability to work as a team member; follow direction; handle responsibility and make good decisions.

Good office and receptionist skills as well as some computer knowledge and input ability; basic math required.

Proven communication skills in dealing with people including during difficult circumstances.

Interest and concern for well-being of children and families.

Knowledge of community programs and resources available in San Joaquin County.

Able to read, write and speak English. Able to communicate professionally.

Able to operate the multi-line telephone operations system.

Able to plan ahead and prioritize assignments and workload to meet deadlines.

Ability to listen and communicate effectively both written and orally.

Able to execute these office services: fax machines, copier, and other office equipment.

Able to operate Noho, Outlook Email, Microsoft Word, and other computer programs as necessary.

ATTENDANCE IS AN ESSENTIAL FUNCTION OF THIS JOB.

**EDUCATION and/or EXPERIENCE**

High school graduate or equivalent plus 1-year related experience in customer service or social service field.

**Our programs are on a yearly contract basis.**

**APPROVAL SIGNATURES:**

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_ Date: \_\_\_\_\_