

**Family Resource Center
Job Description**

Job Title: Admin Support Clerk
Department: Subsidized Child Care
Reports To: Program Support Coordinator
FSLA Status: Non Exempt
Grade Level: 01
Prepared Date: November 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.

Provide general support to the SCC department with during enrollments, calling clients, and scheduling/rescheduling appointments.

Develop basic knowledge of agency programs, including subsidized care child eligibility, initial enrollment, and the certification process for the clients eligible for agency services. Responsible for the sorting and distribution of referral forms as needed.

Answer the intake lines to assist with the waiting list applications and take accurate and detailed messages, route calls as appropriate following agency policy and procedure.

Provide support for all First 5 program purchases with the assistance of the Coordinator, which includes tracking of purchases, unboxing and marking them for the individual programs, and responsible for order.

Be available to pick up supplies and materials from community organizations and partners.

Assist in supporting the fiscal department with any clerical tasks.

Participate in staff meetings.

Other duties/agency department functions as assigned.

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 directions; 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 the 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, Excel 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:

Chief Operations Officer: _____

Date: _____

Chief Executive Officer: _____

Date: _____

Director of Human Resources: _____

Date: _____