

Job Summary:

Under direction and general supervision of the supervisor and/or designee, provide information and assistance regarding subsidized child care to families and child care providers; collect, enter, and maintain related data and calculate, invoice family fees, collect, post, and reconcile payments.

Essential Duties:

- Collect, enter, and maintain data in computerized data management systems for child care referrals, the Eligibility List, provider payment processing, Trustline, and registration for conferences and workshops.
- Review collected data to locate missing information and make corrections as necessary before entering into the database.
- Perform periodic reviews of the database to ensure accuracy of data entered.
- Monitor systems for malfunctions and report problems to appropriate personnel.
- Provide staff, parents, providers, and the general public with information and other assistance pertaining to child care.
- Generate and receive attendance sheets; review for completion and return sheet if not complete.
- Enter attendance sheet tracking information into computerized data management system.
- Provide Eligibility List training and technical assistance to contracting agencies.
- Retrieve information from data management systems for use by management staff and other agency personnel.
- Resolve problems and discrepancies related to family fees and attendance sheets.
- Assist with inventory of supplies and materials.
- Create a variety of documents and reports as required.
- Operate a variety of office machines and computer programs.
- May translate written materials from English to Spanish, or Spanish to English.
- Perform generalized clerical work such as typing, filing, processing mail, answering telephones and responding to emails.
- Perform other related duties, as assigned.

Responsibilities include: working under direct supervision using standardized protocols; providing information and customer service to staff and the public. The usual and customary methods of performing the job's functions require the following physical demands: some lifting, bending, stooping, reaching above the shoulders, carrying, pushing, and/or pulling. Generally, the job requires 85% sitting, 5% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Skills to:

- perform clerical work using good judgement, initiative and required accuracy and speed;
- operate a variety of office equipment;
- read, interpret, and apply policies and procedures;
- analyze situations accurately and develop an effective course of action;
- establish and maintain effective working relationships with staff, families and other agency personnel;
- use patience, tact and respect when dealing with people of various socioeconomic and cultural backgrounds;
- communicate effectively, both verbally and in writing;
- prioritize workload and manage deadlines;
- type at a speed of 45 net words per minute;
- ability to speak, read and write in Spanish is preferred.

Knowledge of:

- correct English word usage, spelling, grammar and punctuation;
- modern office methods, practices, and procedures;
- personal computers, electronic mail systems, software, Microsoft Office products, etc.
- data entry and verification procedures;
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- meet schedules and timelines;

- perform clerical work including managing records and performing data entry with speed and accuracy;
- use a computer to create correspondence, save/retrieve documents, and develop and maintain databases;
- create, update, maintain and share Excel, Word, Access, and Google documents;
- write legibly, communicate effectively, and understand and carry out oral and written directions;
- plan and organize work to meet deadlines;
- maintain cooperative relationships with those contacted in the course of work;
- attend in-service training, meetings, and conferences as directed.

Experience Required:

- Two (2) years of experience performing data entry and general clerical duties.

Education Required:

- High school diploma or equivalent required.

Other Requirements:

- Typing certificate dated within the past two years indicating a typing speed of 45 net words per minute.
- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Fingerprint clearance upon hire.

FLSA Status: Non-Exempt

October 2024

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.