



## Resource & Referral Assistant

**Position Title:** Resource & Referral Assistant

**Program:** Care About Childcare

**Reports to:** Resource & Data Coordinator

**FLSA Status:** Non Exempt

**EEOC:**

**General Summary:** Assist the Resource & Referral Department with incoming calls, paperwork and general clerical work. Must pass a fingerprint and background check.

### Essential Job Functions:

#### General Office Duties:

- Attend Children's Service Society and Care About Childcare staff meetings as scheduled
- Track phone calls received for statistical and reporting purposes
- Maintain a filing system for paperwork
- Coordinate with Resource and Referral Coordinator to maintain phone coverage for the department
- Assist the department with any copying, mailing, printing and other duties as assigned
- Update calendar and inform supervisor of schedule changes and needs
- Follow company policies
- Keep personal use of time to a minimum. Submit agency paperwork to appropriate supervisor in a timely manner. Follow policies and procedures, dress appropriately, and represent the agency in a positive manner
- Communicate with co-workers and team members in a positive, respectful and professional manner. Willing to work on good communication techniques, team building techniques and other ways to improve the CAC team.

#### Referral Duties:

- Takes incoming calls from clients in need of fingerprinting or looking for child care and resources pertaining to child care.
- Assists the program with any need as assigned by the department coordinator, including but not limited to, attending walk-ins, setting and maintaining providers' appointments.
- Performs fingerprinting services as trained and logs information as needed.
- Works with the Bureau of Licensing to resolve any fingerprinting issues.
- Maintains knowledge regarding community resources for clients and providers.
- If needed, support department with provider specific needs.
- Trouble-shoot and give additional options to clients regarding their child care situation as needed.
- Works independently gathering program information from new providers, update current child care provider files, and input data on child care referral database.
- Maintains client confidentiality.
- Conveys information in a coherent step-by-step manner.
- Asks for clarification and input from supervisors when necessary.
- Ensures that the client has all the information that we have access to, including other community resources as needed.
- Assists with outreach events in the community to advertise services.
- Assists in preparation of mailings to providers and clients.
- Other duties as assigned

**Knowledge, Skills, and Abilities:**

- Knowledge of/ability to learn company programs and services, policies and procedures
- Skill in operating equipment, such as personal computer, word processing and excel software and IT systems
- Skill in oral and written communication
- Ability to communicate with employees and various business contacts in a professional and courteous manner
- Excellent customer service skills
- Interest in working with people from all backgrounds and cultures
- Ability to work in a team environment
- Ability to organize multiple work assignments and establish priorities
- Ability to negotiate with others and resolve conflicts, particularly in sensitive situations
- Ability to pay close attention to detail and to ensure accuracy of reports and data

**Education and Experience:**

High school or GED graduate with some computer and customer service experience.

**Physical Requirements:****Percentage of Work Time Spent on Activity**

	0%-24%	25%-49%	50%-74%	75%-100%
<b>Seeing:</b> Must be able to read computer screen and various reports				X
<b>Hearing:</b> Must be able to hear well enough to communicate with employees and others				X
<b>Standing/Walking</b>	X			
<b>Climbing/stooping/kneeling</b>	X			
<b>Lifting/pulling/pushing</b>	X			
<b>Fingering/grasping/feeling:</b> Must be able to write, type, and use phone system				X

**Note:** The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

**Updated 12/13/2016**