



## Job Description Form

**Position Title:** Resource & Referral Assistant

**Program:** Care About Childcare – Resource & Referral Department

**Reports to:** Resource & Data Coordinator

**FLSA Status:** Non Exempt

**EEOC:**

**General Summary:** Assist the Resource & Referral Department. Answer phone calls and provide resource to clients in need of child care in Salt Lake and Tooele areas, and general clerical work. Maintain accurate information of regulated and exempt providers in the Statewide Database to provide useful referrals to families. Assist with fingerprinting services.

### 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

#### Specific Job Duties:

- Develop and maintain relationships with the Office of Childcare, Department of Workforce Services, Child Care Licensing agency, to be aware of updated information and resources
- Follow the guidelines dictated by OCC
- Maintains client confidentiality
- Work with the Resource & Data Coordinator to develop a yearly program plan. Assure that the duties of the Resource & Referral Assistant are completed successfully
- Asks for clarification and input from supervisors when necessary
- Assists in preparation of mailings to providers and clients
- Works independently gathering program information from new providers, update current child care provider files, and input data on CAC Referral database
- Assist in the continual maintenance of referral database

- Provide services to walk-in caregivers or providers
- Assists with outreach events in the community to advertise services
- Assist the program with any other needs as assigned by the department coordinator
- Other duties as assigned

**Referral Duties:**

- Take incoming calls from clients who are looking for referrals and resources pertaining to child care
- Provide clients with child care referrals according to their needs utilizing a customized child care database, and follows up with any other tasks
- Counsel clients about how to choose a quality child care environment and send out educational materials and child development information
- Trouble-shoot and give additional options to clients regarding their child care situation as needed
- Conveys information in a coherent step-by-step manner
- Ensures that the client has all the information that we have access to, including other community resources as needed
- Listen to client requests and concerns about their child care needs using effective reflective listening techniques
- Assists the department with attending walk-ins.
- Maintains knowledge regarding community resources for clients and providers

**Fingerprinting Duties:**

- Assist as needed in taking incoming calls from clients in need of fingerprinting and scheduling 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

**Knowledge, Skills, and Abilities:**

- Knowledge of/ability to learn company programs and services, Policies & Procedures Manual and Employee Training Manual
- 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, clients, 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
- Ability to make sound decisions using available information while maintaining confidentiality

**Education and Experience:**

**Requirements:**

- 1) Must have a minimum of a High School Diploma or GED graduate

**And**

- 1) Due to the nature of this position, Bilingual – English/Spanish
- 2) Experience in the Child Care field preferred
- 3) Customer service experience
- 4) Office experience, including computer literacy
- 5) Be willing to receive training on early childhood and education if needed through the CAC offered classes and other opportunities as suggested by supervisors

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

**Updated 11/28/17 SH**