



Careers

Bilingual/Spanish Enrollment Coordinator

Department: Alternative Payment Program Management Unit

Location: Main Office, Bonita

Basic Function: Under general supervision, the Enrollment Coordinator is the initial contact for parents who are interested in receiving financial assistance for subsidized child care. Provide information and support regarding the Alternative Payment Program and the California State Preschool Program eligibility and requirements.

Minimum Qualifications: Associate's Degree in a Human Services or related field and one year experience and/or training in general office and record keeping; or equivalent combination of experience. Experience using spreadsheets, entering and recording accurate data. Must be able to use office equipment such as the copier machine, fax machine, printer, and scanner. Able to consistently follow procedures and requirements according to guidelines. Verbal and written fluency in English and Spanish required.

This position is contingent upon a successful background clearance.

Essential Duties and Responsibilities:

1. Screen families for eligibility based on program funding criteria; prioritize applications according to guidelines; explain program requirements to families.
2. Schedule enrollment appointments with case management staff; collect eligibility documentation and contact collaborating agencies to complete documentation requirements according to guidelines; track families through initial enrollment.
3. Maintain weekly enrollment reports and statistics for budgeting purposes.
4. Conduct outreach to educate and inform families; participate in health and community fairs as a way to offer subsidy to families in need of childcare assistance.
5. Perform a wide variety of general clerical functions; copy, scan, fax, shred, and retrieve, log and distribute documentations.
6. Maintain an internal waiting list of families interested in child care subsidy to parents with eligible children.
7. Contribute to team effectiveness and success by completing various other assignments, projects, audits, and reports, as needed.

Essential Skills: Excellent communication and interpersonal skills in person, via telephone and online. Must be punctual, organized, and able to prioritize. Must be able to work under pressure and meet strict deadlines. Able to read simple charts, tables and schedules. Be able to maintain confidential and sensitive information private. Experience handling crisis situations such as communicating with difficult clients in a calm manner. Must be mindful of interactions and provide excellent customer service to staff, collaborating agencies and clients of varying educational and socioeconomic backgrounds. Ability to work effectively as part of a team and individually to implement overall program policies. Maintain positive environment and relationships with clients, team, department, and agency.

Work Schedule: Full-time, 40 hours per week; Monday–Friday, 8:30 AM to 5:00 PM

Salary: \$16.26 per hour; Non-Exempt

Benefits: Paid Holidays, Eligible for Medical, Dental, Vision; Sick and Vacation; Long Term Disability; Life Insurance; Retirement Plan and Profit Sharing Plan.

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