



# Careers

## Bilingual/Spanish Program Assistant (Front Desk Receptionist)

Department: Alternative Payment Program

Location: Main Office, Bonita

**Basic Function:** Under general supervision, the Program Assistant provides a wide variety of general clerical, administrative, and casework duties to support the smooth operation of the Alternative Payment Program.

**Minimum Qualifications:** High School Diploma; Prefer Associate's Degree in Early Childhood Education, Human Services, or related field; plus one year related experience and/or training in clerical or administrative duties; or equivalent combination of education and experience. Must be organized, have the ability to prioritize, work under pressure and meet strict deadlines. Must possess excellent interpersonal skills, have strong math skills, and experience with data entry. Bilingual English/Spanish required.

This position is contingent upon a successful background clearance.

### Summary of Responsibilities:

1. Answer and screen intake phone calls at the front desk; respond to general questions and redirect calls to appropriate staff.
2. Greet and provide high quality internal and external customer service by responding to requests for service from staff, parents, providers, and other office visitors.
3. Explain eligibility, admission requirements, center goals and philosophy to providers, parents, and visitors.
4. Assist Child Care Eligibility Specialists with new enrollments and re-certifications process; process mail-in re-certifications; transition of families from Stage 1.
5. Maintain the filing system according to established policies and procedures.
6. Collect, scan, and log walk-in, fax, and mail documentations and distribute to appropriate staff.
7. Pick up and deliver mail to postal box; process courier mail bag to deliver to Main Office; process incoming and outgoing mail according to procedures; process special/bulk mail runs by required deadlines; assess and meter mail with varying U.S. Postal rates and classification requirements; process and maintain records of certified and registered mail.
8. Maintains, collects, and distributes departmental data reports.
9. Track and maintain stock of office supplies.

**Essential Skills:** Excellent organizational and clerical skills; proficiency in data entry, 10 key operations, and word-processing. Excellent telephone etiquette and customer service skills; ability to schedule, organize and maintain an orderly environment and to handle detailed work accurately. Fluent in both English & Spanish (verbal and written communication).

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

**Salary:** \$14.33 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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