



# Careers

## Program Assistant II

Department: Alternative Payment Program – Enrollments Unit

Location: Bonita

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

**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/Arabic/Somali/Vietnamese/Spanish preferred.

This position is contingent upon a successful background clearance.

### Summary of Responsibilities:

1. Be the primary contact for enrollment calls, answer and screen intake phone calls; respond to general questions and redirect calls to appropriate staff.
2. Provide high quality internal and external customer service by responding to requests for service from staff, parents or other collaborating agencies.
3. Explain eligibility, admission requirements, center goals and philosophy to parents.
4. Assist Enrollment Coordinators with sending new enrollment packets or other clerical duties.
5. Perform a wide variety of general clerical functions; copy, scan, fax, shred, order supplies, creating and maintaining of staff meeting minutes, schedule in-person interpreters as needed and log and distribute documentation.
6. Assist Enrollment Coordinators in outreach efforts which includes but is not limited to flyer distribution and attending community fairs as ways to offer subsidy to families in need of child care.
7. Maintains databases: updates Centralized Eligibility List, enters information for enrolling families, double checks family status, assigns families to Enrollment Coordinators and sets tasks for follow up.
8. Maintains website correspondence: responding to inquiries and forwarding documentation to the applicable Enrollment Coordinator.
9. Maintains tracking reports: call logs, tracking for outreach, AP sibling spreadsheet and stage 2 families eligible for re-enrollment.
10. Assist with creation of forms and uploading of forms into database and support for other areas of the Enrollment Unit as needed.

**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.

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

**Salary:** \$15.44 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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