

"Assisting family successes through excellence in comprehensive early education and developmental services."

Job Title: Client Services Specialist		Exempt
Grade Level: G-7	Division: Contract Care - CCMS	Non-Exempt
SALARY: Minimum \$14.90/hour	Midpoint - \$18.65/hour	Maximum -\$22.40/hour

Minimum Requirements:

- Graduation from an accredited four-year college or university with major course work in child development or a closely related field **OR** Graduation from an accredited four-year college or university
- A minimum of one (1) year full-time work experience in child development or child care programs, customer service, or social service work **OR** High school diploma or equivalent.
- A minimum of three (3) years work experience in a CCMS support position.
- Computer proficiency required.

Note: Possession of a Child Development Associate Credential may be substituted for one year (30 semester hours) of required college.

Physical Requirements

The physical requirements for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent sitting;
- Repetitive use of hands; reaching and turning;
- Ability to lift up to 25 pounds; light lifting of supplies and materials;
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Responsibilities:

- Responsible for client access to the CCMS program.
- Responsible for client eligibility determination and documentation.
- Advise clients of their child care options in the CCMS program.
- Provide information about quality childcare to help parents make an informed choice of providers.
- Enter client information into the automated system.
- Conduct all processes of communicating information to parents, such as educating parents about their rights and responsibilities, responding to parent complaints, and seeing that the needs of parents and children are met.
- Handle client re-certification process and termination of child care services.
- All other related duties as assigned.

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Preferred Skills:

- Bilingual abilities preferred.

BENEFITS PACKAGE INCLUDES:

Child Care Associates offers a competitive benefits package that is provided to all fulltime employees that include health, dental and life insurance coverage. Additional voluntary benefits are offered to all fulltime employees in addition to the core benefits package.

After completing one (1) year of service, the company contributes 4% of the employee's earnings to the 403(b) retirement plan. If the employee also elects to make a contribution to the plan, Child Care Associates will match half (50%) of the employee's contribution up to 2% of base salary.

Child Care Associates provides other benefits, which are outlined in the Staff Handbook, such as paid holidays, paid time off (PTO), as well as a Service Recognition Program.

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ACKNOWLEDGEMENT:

I have received a copy of my job description. My signature below acknowledges that I understand the requirements and expectations for this position.

Employee (Print) _____

Employee Signature _____

Date _____