

Title:	Child Care Payment Program Assistant IV
Hours:	Up to 20 hrs/wk
Wage Range:	\$18.55 to \$24.68 per hour Bi-Lingual (English/Spanish) \$19.47 to \$26.09 per hour
Supervisor:	Child Care Payment Program Coordinator
Exempt Status:	Non-Exempt

Job Summary:

The Child Care Payment Program helps to reimburse for child care for eligible families with a child care provider of the parent's choice. The position is under general supervision and support the Child Care Payment Program with a variety of clerical supports. The position may provide outreach and support for Hispanic providers.

Supervisory Responsibilities:

- None

Duties/Responsibilities:

- Professionally administer all incoming calls as needed and logs information
- Assisting in placing families on the waiting list (calls, walk-in's, emails, text messages, etc.)
- Send out documents for the families placed on the waiting list
- Assist in placing new child care providers in the database and send out the required documents
- Assist in sending out Notice of Action and documents for recertifications
- Send updated information to families and child care providers
- Assist with data input
- Mail monthly attendance forms and provider reimbursement checks
- File documents in family files
- Make copies of required documents (forms, handbooks, etc.)
- Distribute applications to businesses with Plumas County
- Assist in creating forms as needed for the program
- Review all files to ensure certificates have been submitted to CCPP and are current
- Review all enrolled families monthly in the database
- Other related duties as assigned

Required Skills/Abilities:

- Excellent level of proficiency in Word, Excel, Internet email, Google Suite and Zoom
- Demonstrates excellent customer service skills
- Ability to show excellent organization skills
- Ability to demonstrate solution focused approach to problem solving within a team environment
- Demonstrated self-starter
- Above average writing and communication skills
- Ability to learn resources available
- Other duties as assigned

Education and Experience:

- High school diploma or equivalent
- 2 years' experience providing clerical support to multiple staff or projects
- 2 years' experience organizing office functions
- 2 years' experience maintaining files and working with a filing system
- 2 years' experience record keeping

- 2 years' experience providing customer service or reception duties

Preferred Experience:

- Direct experience and/or knowledge of people with disabilities

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.