

Employment Opportunity

Community Child Care Council of Santa Clara County, Inc. (4C Council)

Position: Subsidized Program Enrollment Coordinator

Salary: Competitive Salary and Benefits

Application

Deadline: Position Open Until Filled

Reports to: Subsidized Program Supervisor

Duties and Responsibilities

The Enrollment Officer must be able to consistently and successfully perform all essential functions of the position. This position is an at-will employment position.

- Understand, interpret and explain federal, state and city child care eligibility criteria, policies and procedures.
- Work with families from the point of application and intake to the program and throughout their enrollment.
- Staff scheduling, and supervision of enrollment officers and the enrollment department.
- Work closely with Site Supervisors to identify and fill enrollment gaps at sites.
- Determine family's eligibility for child care programs using contract requirements.
- Ensure processing of applications on a timely basis and assign priority points according to approved priority guidelines.
- Assist staff and families on issues concerning certification and recertification - gathering appropriate income verification and ensuring ongoing eligibility in Child Development Program.
- Travel to and from sites to conduct enrollments, enrollment checks, and attend meetings as necessary.
- Create and maintain application folders for each applicant by ensuring that all relevant documents (including copies of all correspondence) are correctly and immediately included in the file, that all conversations are documented in the file logs.
- Enter and maintain current family information into the database.
- Participate in health fairs, meetings, and other community and school-based events.
- Daily monitoring and delegating of application processing.
- Monitors and maintains daily inventory activity on enrollments, dis-enrollments, and ensures enrollment activities are processed.
- Address and resolve enrollment activity related complaints in response to applicants and State official inquiries.
- Provide on-going supervision, direction and guidance to staff.
- Provide training to department staff to ensure compliance with State regulation, as deemed necessary.
- Prepare correspondence related to dis- enrollments, re-certifications, and other related notifications in a timely manner.
- Translation of English forms to Vietnamese as needed
- Other tasks/activities as assigned.

Knowledge and Skill Requirements

- Must have 3-4 years experience in an enrollment position.
- Must have 3-4 years management experience.
- NoHo and/or Child Plus experience.
- Knowledge of Community Resources and Referrals.
- Knowledge of Head Start Policies and Procedures Performance Standards
- Ability to work with "customers"/contacts to resolve serious issues
- Requires internal contact outside own department/group to exchange information or resolve problems.
- Possess ability to interpret general instructions and practices; however, may make recommendations on problems.

- Act as a "role-model" to enrollment staff.
- Knowledge of Title V, Title 22 and State Funding Terms and Conditions.
- Effective communication and interpersonal skills.
- Proven ability to work well with others.
- Fluent ability to read, write and speak English.
- Bilingual in English/Vietnamese or English/Spanish preferred.
- Excellent interpersonal and customer service skills
- Self-motivated and able to work both independently and in a team setting
- Strong organizational skills and attention to detail
- Strong written and verbal communication skills
- Detail oriented, analytical, ability to multi- task
- Current California Driver License and insured vehicle

Work Environment

- Able to sit for long periods of time
- Lift and/or move boxes up to 25 lbs.
- Hand, finger, eye coordination
- Ability to stoop, kneel, and crouch

License or Other Requirements:

Must have access to a dependable car with minimum legally required insurance coverage, and possess a current valid California driver license. Ability to travel to attend meetings.

For consideration please send resume with cover letter to:

Human Resources Department

Simone Robinson

2515 North First Street

San Jose, CA 95131

simoner@4C.org

408-577-1453 Fax