

# **Child Care Financial Assistance Program Administrative Assistant/Financial Assistant Support Specialist**

**January 2020**

**Supervised By: Director of Financial Assistance Program**

**Full Time, Non-Exempt position**

**Hours: 8:30 – 4:30; 30 minute lunch break**

## **Overview:**

Assist CCFAP Specialists with casework related to families in need of state assistance with child care tuition by performing a wide range of paperwork and customer support duties. In addition support administrative needs of organization by providing front desk coverage, customer service, donor support and other duties as required.

## **Responsibilities:**

Assist Specialists in managing files and corresponding with clients. This may include but is not limited to:

- Using list generated by Specialists, generate and mail review letters and application to families within specified timelines.
- Close out client files when information is past due and enter into BFIS.
- Send letters to families and providers regarding official decisions about the case.
- Keep track of forms needed and order from CDD central office.
- Research returned mail and resend to new address and update database.
- Review subsidy and ARCC applications for completion and return to sender with request for additional information if needed.
- Enter and/or update addresses and household members based upon completed review applications.
- As assigned, track and compile information for a variety of purposes such as measuring client satisfaction, counting walk-ins, etc.

Assist clients including but not limited to:

- Answer and screen calls and e-mails from clients. Respond to basic questions such as application status and requests for forms. Directs to Specialist as appropriate.
- Meet with walk-ins to answer questions and consult with or refer to Specialists as needed.
- Enter notes into BFIS data base regarding conversations and correspondence as appropriate.
- Enter and/or update certificates for clients changing providers.
- Send requests for documentation to clients based upon Specialist's calendars.
- Assist families and their prospective providers in understanding the steps necessary to become a ARCC child care provider.
- Explain subsidy process to providers who are interested in working with eligible families.

Other duties including but not limited to:

- Process all CCR mail in-coming and out-going; deliver CCR outgoing mail to Williston PO at the end of every day
- Assist with the annual fundraising appeals
- Be available to all staff as appropriate and as schedule allows for administrative duties

Duties may change as needed and other duties may be assigned.

**Qualifications:**

High School Diploma plus 2-3 year of relevant office experience. Additional education and experience a plus.

- Excellent interpersonal and customer service skills.
- Ability to work and communicate effectively within a team.
- Able to take direction and carry out a plan of action.
- Must be able to prioritize, work independently and adapt to changing priorities.
- Must maintain confidentiality about clients and their circumstances as well as any information in the State of Vermont BFIS database.
- Demonstrated capacity to deal effectively with clients who are experiencing a broad range of emotions.
- Basic data entry skills.
- Excellent organizational skills.
- Ability to be objective and non-judgmental.