



## **Job Description**

**Job Title:** Child Care Assistance Program (CCAP) Community Support Specialist

**Reports To:** CCAP Coordinator

**Department:** Child Care Assistance Program

**Summary:** This position is primarily responsible for working as the first point of contact for all customer interactions regarding the Child Care Assistance Program.

## **Essential Duties and Responsibilities:**

1. Work as a first point of contact for all customer interactions regarding the CCAP: (70%)
  - a. Greet and assist customers, inform parents and child care providers of the Child Care Assistance Program guidelines/regulations.
  - b. Work with and respond to inquiries from parents and child care providers regarding a wide range of programmatic issues through phone calls and/or in person office visits.
  - c. Generate forms from the CCMS per client and/or child care provider request and document interaction/request.
  - d. Maintain client/provider sign-in sheets, requiring all in office visitors to sign-in upon arrival.
  - e. Responsible for checking Forms Hotline voicemail on a daily basis and mailing requested materials via U.S. mail or fax within two business days.
2. Prepare and route all incoming and outgoing mail/documents: (20%)
  - a. Open, date-stamp, and properly sort all incoming mail delivered via postal service, as well as mail placed in external drop box, and received faxes.
  - b. Collect, date-stamp, and sort hand-delivered client/provider paperwork.
  - c. Maintain and distribute mail log to staff daily.
  - d. Deliver sorted mail to appropriate department or employee daily.
  - e. Collect and prepare all outgoing mail for pick-up on a daily basis.
  - f. Process all returned mail as appropriate.
3. Maintain required job knowledge, skills and core professional competencies by attending and participating in required educational programs, staff meetings, trainings, workshops and other community events to increase public awareness of, and help in the delivery of, CCP programs and services among parents, providers and others. (5%)
4. Perform other duties as assigned. (5%)

## **Performance Measures:**

1. Duties are performed in a professional manner, with courtesy and respect shown to all callers and in-person visits. Visitors are promptly greeted and accurately assisted, and phone calls forwarded appropriately.
2. Complaints are at a minimum and are promptly addressed.
3. Employee is familiar with, and able to apply correctly, current state and agency policies regarding the CCAP program.
4. CCMS generated forms and/or client/provider interaction accurately case noted in the CCMS.
5. All mail is collected, date-stamped, sorted, and delivered accurately and within established timeframes.
6. Mail log is accurately completed and distributed daily.
7. Visitor sign-in sheets are well maintained and filed as appropriate.
8. Proactively seeks out information about social service agencies and other community partners and is able to relay this information to parents, providers, and other agency customers.
9. Fifteen (15) hours of continuous education achieved.

10. Employee understands and demonstrates a high level of professionalism. This includes respecting the confidentiality of agency clients/providers, emphasizing quality customer service, maintaining knowledge of early child and care programs, and all information pertaining to Community Child Care Connection.

**Supervisory Responsibilities:** None

**Qualifications:** To perform this job successfully, an individual must be able to perform each of the essential duties outlined satisfactorily and be able to occasionally travel as business necessitates. The requirements listed are representative of the knowledge, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:** All new employees are required to possess an Associate's Degree from an accredited college or university, or equivalent education and/or experience in social work, customer service or related field – defined as college credits and/or work hours equal to two (2) full years of education and/or full time work.

**Language/Communication Skills:** Ability to read, analyze, and interpret agency documents, various types of technical procedures, governmental regulations and programmatic manuals, and documentation related to the work of the Illinois Child Care Assistance Program. Must be sensitive to families' socioeconomic, cultural, ethnic and religious backgrounds, and individual needs and capabilities. Must have knowledge of and be impartial to all forms of child care. Ability to effectively present information and respond to questions from clients, providers, agency staff and the general public with consistency and integrity via telephone conversations, in-person visits, and email. Ability to compose professional business correspondence and complete agency and programmatic documents. Ability to accurately, and grammatically, supply written documentation for case files.

**Mathematical Skills:** Ability to perform basic addition, subtraction, multiplication and division. Ability to read and interpret all forms of payment verification.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw conclusions.

**Certificates, Licenses, Registrations:** Must become a member of the Gateways to Opportunity Registry upon hire and renew membership yearly to remain in compliance with IDHS contract.

**Physical Demands:** The physical demands described here 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. While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, handle or feel, reach with hands and arms, and talk and hear. The employee frequently is required to stand and walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:** The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment with moderate temperature and noise levels. Position may offer and/or mandate remote work at times. Must have a reliable internet connection at home and familiarity with digital platforms.