

Job Posting

Intake Specialist

Part time, Non-exempt
20 Hours per week

Posted: August 24, 2010

Projected Start: October 1

Resources for Child Caring (RCC), is an organization whose mission is to raise the standard of care for children. We are searching for an Intake Specialist who will ensure that each individual family and their child care provider receive the appropriate support and services necessary to participate in the Child Care Assistance Program (CCAP). The Intake Specialist also provides support in registering providers into the Minnesota State Electronic Child Care System.

ESSENTIAL JOB FUNCTIONS:

- Determine program eligibility by pre-screening families.
- Maintain the CCAP waiting list and reports statistics to Ramsey County.
- Assist families in the CCAP application process.
- Process background checks and assist in the application process for unlicensed providers.
- Answer questions, provide information and problem solve issues that arise regarding program eligibility.
- Provide respectful customer service to program applicants, participants and providers.
- Work closely with other CCAP Staff to ensure efficient and accurate service.
- Interpret CCAP program policy, rule and statute for parents and providers ensuring that problems are resolved.
- Maintain detailed and accurate electronic and hard copy case files.
- Provide information, resources and referrals as needed.
- Provide claims processing and front desk support as needed.

REQUIREMENTS:

- Two years of administrative support experience.
- Two years demonstrated experience working with low-income and diverse families.
- Demonstrated ability to perform basic math calculations.
- Ten key data entry skills.
- Strong people and communication skills.
- Good organizational skills and attention to detail.
- Ability to handle a variety of tasks simultaneously.
- Ability to make decisions and problem solve effectively and efficiently.
- Ability to work both within a team environment and individually.
- Strong computer skills

SALARY AND BENEFITS:

RCC offers competitive salary and an excellent benefits package, prorated for part time. Our 90+ employee agency offers flexible schedules and a family-friendly, professional work environment in an award winning building located in Little Canada near Highways 35E and 694.

IF INTERESTED:

Submit cover letter and resume **with salary history** to:

Email - jobs@resourcesforchildcare.org with ATTN: HR-Intake Specialist on the subject line

Mail - Resources for Child Caring, ATTN: HR-Intake Specialist; 10 Yorkton Ct., St. Paul, MN 55117

Fax - 651-645-0990, ATTN: HR-Intake Specialist