

Position Title: Client Services Assistant
Department: Family/Provider Services
Hiring Range: \$25,000-\$35,000
Reports To: CCR&R Coordinator
FLSA Status: Non-Exempt
Created by: Lee Mendez
Created on: 5.11.22
Approved by: Amanda Kelkenberg
Approved on: 6.1.2022

GENERAL DESCRIPTION:

Assists with tasks related to agency and program outcomes as required by contract. This position is primarily office based and clerical in nature.

ESSENTIAL JOB FUNCTIONS

1. Serve as first contact to all agency clients, maintaining a client centered front desk and lobby area
2. Answers incoming calls and makes outbound calls, furnishes information (as appropriate) to public, redirects inquire and completes call transfers as needed
3. Scheduled client appointments
4. Provides routine office support such as making copies, faxing, prepares correspondence for mailing and delivering and picking up correspondence
5. Assists clients that come to the office in person to apply for School Readiness, complete enrollment, or request transfers
6. Provides technical support to client with computer and scanning needs
7. Compiles, sorts, and verifies accuracy of data and enters it from source documents into computer as needed
8. Keeps record of work completed
9. Perform other work-related duties as needed or as assigned by Supervisor/Manager
10. Provides support to administrative team as needed
11. Assists with opening or closing duties as needed
12. Assist at community outreach events as needed

GENERAL REQUIREMENTS:

1. Act in accordance with agency vision and mission
2. Attendance and participation in professional conferences, trainings, statewide and regional meetings, Coalition meetings, and other events as identified
3. Work harmoniously with coalition members, and coalition staff, early education care agencies and the community at large as appropriate
4. Assists Chief Executive Officer and /or Supervisor with special projects as identified
5. Other duties as assigned

{Above are essential functions of the job. The Early Learning Coalition of Osceola County promotes an equal employment opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.}

[This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.]

