

## Plaza Child Development Program **Record and Enrollment Clerk**

**Salary:** DOE

**Status:** Non Exempt / Full time

### **Definition**

Under the supervision of the Supervisor or designee, the **Record and Enrollment Clerk** will provide program support to the Supervisor and program staff. This position is responsible for general clerical duties, including enrollment of families, managing phone calls, greeting and assisting families and other visitors and conducting clerical support such as typing or word processing of letters, reports and other forms.

### **Duties:**

- Recruits, certifies and enrolls eligible children into the programs, maintains full enrollment at all times, orients parents to the philosophy, goals and objectives of the program enrolled.
- Maintains all participants' files in accordance with required state guidelines.
- Contacts parents to provide them with information regarding the program and respond to parent inquiries.
- Collects parents fees from families enrolled in the program.
- Gathers service date and prepares contracted required reports, food count and/or other program reports in an accurate and timely manner.
- Maintains and monitor the children's waiting list.
- Welcomes and receive visitors and other persons seeking assistance and directs them to the proper staff and monitors front entry.
- Answer incoming telephone calls; determine purpose of callers and forward calls to appropriate personnel or department.
- Maintains files of all incoming/outgoing correspondence, memos and any other documentation relevant to the services rendered by the program.
- Types and translates letters, reports and other program material as needed.
- Assists Supervisor with any special projects related to the overall operation of the program.
- May perform other duties as directed by supervisor including assisting with reports as needed.
- Carries out mission, vision, and values established by the President/CEO and Board of Directors.
- Participates in the overall agency accreditation/ continuous quality improvement processes.
- Must have the ability to nurture respectful relationship with clients and children and must be sensitive to the client cultural and socioeconomic characteristics.

### **Qualifications:**

#### **Education/Experience**

- High school diploma, GED.
- Minimum of two (2) years paid office experience.
- Academic training may be substituted for a portion of the experience.

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### **Special skills/Abilities**

- Strong commitment to the mission, policies, goals and philosophy of the agency
- Bilingual (English/Spanish) with the ability to translate
- Typing skills 35 wpm.
- Computer literate with hands-on experience in MS Word, MS Excel and data management
- Able to communicate effectively verbally and in writing
- Must be organized, flexible and detail oriented
- Must have the ability to nurture respectful relationship with clients and children, and must be sensitive to the cultural needs of the population served

### **Must have ability to:**

1. Work in close communication with Supervisor.
2. Establish effective communication and maintain effective working relationships with staff and community members, to support the services provided to children and families.
3. Be self-motivated with strong time-management skills and be concerned about self-improvement and career development.
4. Be able to relate well to all people of the community regardless of ethnicity, race, gender, religion or socio-economic background.

### **Special Requirements**

- Must have a reliable automobile for use on the job (mileage to be reimbursed). Valid California Driver License. State required automobile insurance coverage.
- TB clearance, to be renewed every two years.

### **Physical Requirements:**

To perform this job the individual must be able to carry out all essential functions satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job.

Approximately 50% of time is spent sitting, while frequently required to walk, stand and bend. Must be able to talk and hear well. Good vision is imperative. Occasionally required to stoop, kneel, crouch or crawl.

Employee will be required to lift and /or move unassisted up to 25 pounds.

*All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status or other protected status. EEOE/M/F/Vet/Disabled*