

Santa Barbara County Education Office
Personnel Commission

CHILD CARE SERVICES TECHNICIAN

Summary

Performs enrolling and registering of children and families into the subsidized childcare programs offered through the Santa Barbara County Education Office. Determines family program eligibility and need.

Distinguishing Career Features

The Child Care Services Technician provides customer service to the Child Development Programs that requires demonstrated knowledge of the programs as well as enrollment and eligibility determination.

Essential Duties and Responsibilities

Enrolls children and families into the program. Determines level of need, family income, and eligibility for subsidies.

Assists families with enrollment applications.

Applies family fees according to income level, family size and other needs; all according to fee schedules established by the Department of Education.

May assist families by making referrals to other subsidies and support. Serves as a family advocate.

Advises families on program requirements, procedures and obligations for subsidized childcare on a sustained basis.

Works with other agencies to maintain up-to-date client file data such as employment, medical and other information

Reviews documentation for accuracy and contacts families to correct discrepancies.

Serves as point-of-contact for parents to arrange and track their participation in childcare activities and verify participation that complies with program obligations.

Assists with periodic program evaluations by participating in internal audits of case load files, contracted providers, and eligibility compliance.

Prepares communications with families including those for terminating services.

Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills

Requires a basic knowledge of regulations, policies and guidelines for child development programs, childcare, special subsidy programs, and student record keeping. Requires working knowledge of special subsidy programs. Requires knowledge of and skill at using personal computers to access and use common desktop productivity software and perform data entry on

to student information databases. Requires knowledge of and skills in office methods and procedures, proper English language usage, grammar, syntax, composition, vocabulary, spelling and punctuation. Requires sufficient math skill to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and convey a positive image of the services offered by the Santa Barbara County Education Office.

Abilities

Requires the ability to learn and apply regulations, policies, guidelines and procedures relating to childcare, enrollment, eligibility, and compliance. Requires the ability to multi-task and remain calm in possible stressful and/or urgent situations. Requires the ability to work independently and collaboratively, prioritize workload, analyze problems and determine solutions. Requires the ability to compile student and family-related data. Requires the ability to maintain productive work relationships with staff, parents and external agencies. Requires the ability to compose general office correspondence, analyze income and other financial documentation. Requires the ability to maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. May require the ability to work varying shifts.

Physical Abilities

Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with parents. Requires near visual acuity to write and read written materials and computer screens. Requires sufficient hearing and speech ability for ordinary and telephone conversations. Requires sufficient hand-eye and finger dexterity to write, use a keyboard and mouse or other pointing device.

Education and Experience

Requires a high school diploma or equivalent plus two years of experience in social service and/or community work. College units in early childhood education or child development are preferred.

Licenses and Certificates

May require a valid California driver's license and insurance coverage as required by law.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

APPROVED BY THE PERSONNEL COMMISSION: October 25, 2007