

Solano Family & Children's Services

421 Executive Court North ♦ Fairfield, CA 94534 ♦ (707) 863-3950 option 7 ♦ Fax (707) 863-9772

Job Announcement/Description Clerical Assistant II – #23

Position Title:	Clerical Assistant II	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Subsidy	Management:	NO
Reports to:	Program Supervisor	Date Updated:	July 2018
Salary:	\$13.56	Position Status:	Non-Exempt

General Purpose of the Job:

- Provide clerical support to the Intake Process of the Subsidized Child Care Program, and maintenance of the Subsidy Eligibility Waiting List. These duties include telephone and in-person contact
- Data entry
- Filing
- Copying; generating required documents and reports
- Mailings
- Distribution of cases to Case Managers
- Attending meetings; conducting presentations to the community about our services
- Other duties as assigned.

Minimum Requirements:

- At least two years clerical experience using a computer database program for heavy data entry
- Internet experience and working with the public, preferred
- High School diploma or G.E.D.

Knowledge, Skills and Abilities:

- Experience using computer programs including Microsoft Word, Excel and computer database systems
- Must have strong interpersonal and customer service skills
- Strong communication (verbal and written), organization, and multi-tasking skills
- Ability to prioritize assigned tasks, work well under pressure, and work well with other agencies and community partners.

Special Licenses or Certificates:

CA Driver License and dependable auto with appropriate insurance coverage

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Essential Functions	Description of Essential Functions
Assist with Parent Intakes	Receive calls/visits from potential clients; explain rules and regulations regarding program eligibility; input client data into database system; prep client folders; assign files to Case Managers; follow-up and return client and community partner phone calls; purge old files.
Maintain Eligibility Waiting List (EWL)	Mail or help complete EWL applications with clients over the phone, as well as in person. Help clients understand how the EWL works and what they need to remain on the EWL. Input EWL information into database system; issue confirmation postcards to all families eligible for EWL; issue letters of explanation to all family's ineligible for EWL; mail update letters to families. Follow-up and return client and community partner phone calls. Attend all EWL related meetings in the community and any regional or statewide meetings that are pertinent.
Communication	Communicate professionally with social workers, county workers, and other community organizations.
Customer Service	Provide positive customer service, both externally (to clients and community members) as well as internally (to co-workers). Demonstrate teamwork by assisting co-workers as needed, including those in other departments.
Community Outreach	Attend off-site outreach events to inform the community about our services.
Outgoing Mail	Prepare and mail paperwork and other program materials as assigned. Head up bulk mailings and smaller program mailings as assigned.
Clerical Support Back-Up to Other Clerical Assistants and Receptionist	Back-Up these positions as described in their list of Job Duties – as assigned.
Physical Requirements	Ability to lift at least 25 lbs.: ability to bend, twist, stoop, and sit for 2-4 hours at a time.
Other Duties	Heavy use of computer for data entry, use of copy and fax machine; communicate clearly by phone and in-person; other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Information: An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources
421 Executive Court North – Fairfield, CA 94534
Or emailed to kparkham@solanofamily.org

To obtain an application, you may:

- Visit our website at www.solanofamily.org
- Request via email at kparkham@solanofamily.org
- Call the Job Hotline at (707) 863-3950 option 7
- Visit out office at 421 Executive Court North, Fairfield, CA 94534

Additional Information:

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check

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