

# 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:     | March 2021 |
| Salary:         | \$17.57               | 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 (SEL). These duties include telephone and in-person contact with families and community partners.
- Distribution of cases to Family Services Specialist.
- General office support such as data entry, filing, copying, generating/printing documents and reports, processing mail and organizing files.

### 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

| Essential Functions  | Description of Essential Functions  |
|--|---|
| Assist with Parent Intakes   | Receive calls/visits from potential clients; explain rules and regulations regarding program eligibility; determine initial program eligibility; create physical and database files to assign to the Family Services Specialists; follow-up and return client and community partner phone calls.                                  |
| Maintain Subsidized Eligibility Waiting List (SEL)                     | <p>Assist families in applying to the SEL. Explain the SEL and how enrollment from the SEL works. Connect families to support and resources when challenges are addressed.</p> <p>Attend all SEL related meetings in the community and any regional or statewide meetings that are pertinent.</p>                                 |
| Customer Service   | Communicate professionally with families, employers, social workers, county workers, other community organizations, and co-workers. Demonstrate teamwork by assisting co-workers as needed, including those in other departments.   |
| General Office Support   | <p>Provide general office support such as:</p> <ul style="list-style-type: none"> <li>• Data entry.</li> <li>• Filing.</li> <li>• Copying.</li> <li>• Generating/Printing required documents and reports.</li> <li>• Mailings, including heading up bulk mailings.</li> <li>• Maintaining centralized filing cabinets.</li> </ul> |
| Community Outreach   | Attend off-site outreach events to inform the community about our services.   |
| 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](mailto:kparkham@solanofamily.org)

**To obtain an application, you may:**

- Visit our website at [www.solanofamily.org](http://www.solanofamily.org)
- Request via email at [kparkham@solanofamily.org](mailto: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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