

Job Title: CFS - Administrative Assistant / ERSEA Enrollment Specialist - B

Reports to: CFS – ERSEA Manager

Job Status: Salaried / Non-Exempt

Org Band: Frontline

Job Summary: Under general supervision of the ERSEA Manager, responsible and accountable for providing enrollment support for the operation and delivery of ERSEA services. Responsible for entering and maintaining eligibility, selection and enrollment information in the agency data entry system, and ensuring that data input is accurate, complete, consistent, and in accordance with plans, policies and procedures. The Enrollment Specialist handles the certification and enrollment of families, assists with verbal and written translations for parents and staff as needed.

Primary Responsibilities

- Warmly greets visitors
- Answers and transfers phone calls
- Filing as needed
- Prepares enrollment packages & completes part 1 (eligibility certification for both HS/CDE)
 - Certifies/ interviews new families:
 - Verifies income, job status, family need, schedule
- Recertifies existing families
- Follows up with families missing documents in certification files
- Gives enrollment packet to family advocate for completion of part 2 (*enrollment forms, i.e. licensing, health, and family services forms*)
- Scans eligibility file into DocuWare
- Refers families to community services
- Prepares and submits family daycare provider bills
- Enter family daycare provider attendance in to the database
- Answers general program phone calls
- Assist parents who need translation support with enrollment questions
- Translates as needed written administrative communications to parents
- Translates materials
- Translates for meetings with parents or staff
- Tracks and coordinates with team classroom enrollments
- Data entry of family information into NOHO Care and Child Plus database
- Enters family information into Empower database as needed
- Monitor Region 2 Attendance including communication with family advocates regarding written attendance plans
- Participates in the gathering of demographics for the CSBG report.
- Remains current on all policy and procedures for State / Federal eligibility guidelines
- Recruitment and Outreach Accountability
- Participation in Community Assessment / Head Start Selection Criteria

Also assists with

- Maintains family file database
- Responds to billing inquires of parents
- Responds to walk-ins and general inquires
- Completes other duties as assigned

Qualifications

- Prior experience in office administration
- Computer skills - including Outlook, Excel and Word
- Excellent written and oral communication skills
- Ability to work collaboratively with Staff and Families
- Bilingual required (English / Spanish)
- Deep understanding – and ability to articulate – the role equity, inclusion, and diversity plays in our work.

Physical Requirements

- Lifting, raising or lowering an object from one level to another (including upward pulling) 10-25 lbs.
- Standing, sitting and walking intermittently
- Sit stationary at a desk for extended periods of time
- Manual dexterity required for computer work
- Ability to reach overhead, grasp, stoop; push and pull objects such as files and file cabinet drawers