

JOB DESCRIPTION

POSITION TITLE:	Family Services Admin Support
FLSA STATUS:	Non-Exempt Seasonal Part-Time
SALARY RANGE:	\$12.00 to \$13.00 per hour
DEPARTMENT:	Family Services Department
DATE:	January 28, 2019

POSITION SUMMARY

The Family Services Admin Support assists in obtaining information about families' eligibility for the School Readiness Program and ensures documentation is verified, scanned and uploaded into the appropriate files. This position requires an individual who delivers a high level of accuracy, attention to detail and customer service, can work independently, communicate effectively in writing and verbally and understand and implement procedures and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Prepares eligibility documents for scanning and uploading
- Verifies document status and ensures files were named and loaded correctly
- Respond to requests for information from clients/providers in accordance within designated timeframes and within the client confidentiality guidelines
- Work cooperatively with parents, supporting agencies, team members and community
- Interact as part of a team by exhibiting dependability, cooperation and initiative
- Communicate in a courteous and respectful manner to provide quality customer service and ensure a positive relationship in interactions with all employees and customers
- Must be able to work on a consistent basis with regular attendance and punctuality, and be willing and able to handle all the duties and responsibilities of this position on a daily basis
- Perform other duties as requested

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

QUALIFICATIONS:

1. A minimum of a high school diploma and 1 year of administrative office experience
Intermediate skills in Microsoft Office Products
2. This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.

Physical Activity/ Work Conditions



- **Work Environment:** This job operates in a general office setting. This role routinely uses standard office equipment such as computers, phones, copiers/fax machines. While performing the duties of this job, the employee frequently interacts with staff, vendors, and the public in person and via telephone and email.
- **Physical Demands:** While performing the duties of this job, the employee will be required to sit for prolonged periods, at a desk, utilizing a computer and reviewing online and paper documents. The employee will also be required to lift and move up to 25 pounds and occasionally lift and move up to 50 pounds.
- **Position Type and Expected Hours of Work:** This is a part-time position. Hours may vary but will not exceed 29 hours per workweek.

The statements in this Job Description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Early Learning Coalition of Hillsborough County does not discriminate against employees or clients based on race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA).

We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, disability, veteran status, or any other basis protected by applicable federal, state or local law.