

POSITION: Client Services Specialist Technician

JOB STATUS: GRADE 7, Step depending on experience and qualifications

I. General Responsibilities:

It is the responsibility of all EOAC employees to support EOAC's mission and goals, to respect the confidentiality of all who come to us for information or assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly and empowering each other to excel at our work and maintain confidentiality of client/agency information as required by State and Federal laws, appropriate regulations, and professional practice standards.

II. MINIMUM QUALIFICATIONS:

- Graduation from an accredited high school or equivalent plus two years of experiences in a child care or community service setting or other such related work such as social work aide, community service worker, or outreach person.
- Experience in interviewing and experience in determining client eligibility for new clients is preferred.
- Must be able to push, pull, move, and/or lift a minimum of 40 pounds to a height of three feet and be able to push, move, and/or carry such weight a minimum of 20 feet.

III. SPECIAL RESPONSIBILITIES:

1. Intake eligibility information for wait list.
2. Set eligibility appointments for clients.
3. Assist with setting up and maintaining case files for CSW's.
4. Assist with mailing information to parents.
5. Verify eligibility for parents and children.
6. Maintain a tracking system for termination of child care services.
7. Set up a file 15-30 days before termination of care.
8. Attend workshops/conferences as related to job duties.
9. Perform other duties as assigned.
10. Enter Case Information into Workflow System

Economic Opportunities Advancement Corporation

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Child Care Services

11. Enroll and Terminate CPS cases.
12. Research any issues with eligibility.
13. Ability to use Microsoft Office Suite
14. Any other duties deemed appropriate by Client Services Manager.

IMMEDIATE SUPERVISOR: Client Services Manager

DATE OF APPROVAL _____