

COLUSA COUNTY OFFICE OF EDUCATION

CATEGORY: CLERICAL
CLASSIFICATION: OFFICE ASSISTANT
JOB TITLE: PROGRAM SERVICES ASSISTANT

BASIC FUNCTION:

Under the direction of the Director of Children's Services or designee, performs a variety of family support, case management, and clerical and receptionist duties.

REPRESENTATIVE DUTIES:

Program Services Assistant II

Answer telephones and take messages or refer calls; greet office visitors and direct to appropriate Personnel. **E**

Establish collaborative relationships with parents, providers and employees. Demonstrate respectful and positive interactions. **E**

Assist in accessing community resources. **E**

Type, duplicate and distribute a variety of program information materials, reports, forms and other documents, translate oral and written materials as needed to assist clients; assist all required licensed and licensed exempt provider. **E**

Maintain a variety of program records, reports and files; maintain current records and reports. **E**

Utilize technology to record child and family data. **E**

Assist with referrals for childcare and early educational options. **E**

Operate office equipment such as a calculator, computer, copier, scanner, facsimile, and multi-line telephone. **E**

Participate in staff development, as directed. **E**

Complete intake applications/enrollments for child development programs. **E**

Prepare, process, and maintain necessary records of client participation. **E**

Complete and process monthly Child Care Family Fees for subsidized childcare services. **E**

Transport documents from confidential student/family files to Children's Services, update data base, and return documents to site of origin. **E**

Maintain current lists of enrolled children and attendance records and reports. **E**

Assist with referrals and follow-up procedures related to enrollment records, including scheduling appointments, meetings and other resources, and tracking referrals; information sharing and documentation; maintain parent contact record. **E**

Participate in planning and carrying out recruitment of program participants; prepare and maintain a variety of reports, files and recruitment materials. **E**

Perform related duties as assigned.

Program Services Assistant III

Perform all duties listed under REPRESENTATIVE DUTIES and Program Services Assistant II plus the following:

Prepare and process attendance records and provider reimbursement claims with accuracy. **E**

Schedule and conduct timely initial and recertification interviews to facilitate enrollment and continuation in program. **E**

Enter data into system to calculate accurate payment reports; submit to supervisor for review and preliminary approval. **E**

Enter client information into internal databases. **E**

Assist with reviewing verification of income to ensure eligibility for enrollment and maintain compliance according to State and Federal guidelines. **E**

Assist with verifying complete and accurate documentation of eligibility and need for child care. **E**

Coordinate participating subsidized programs to enter and provide eligibility information from the CEL for enrollment. **E**

Participate and assist in parent/provider meetings. **E**

Perform related duties as assigned.

Program Services Assistant IV

Perform all duties listed under REPRESENTATIVE DUTIES and Program Services Assistant II and III plus the following:

Support ERSEA Manager with:

The implementation and maintenance of the Eligibility List for all subsidized child care and development services for enrollment purposes.

Enter individual family data into the Eligibility List data base with accuracy.

Increase efficiency of the provider payment process through the use of data-based technology.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures, and equipment

Child development philosophies and strategies

Funding Terms and Conditions

Title 5 Regulations

Interpersonal skills using tact, patience and courtesy

Confidentiality requirements

Positive communication skills, e.g. active listening, problem solving

Computer hardware and software in order to perform word processing, information retrieval and maintenance of data

Telephone techniques and etiquette

Record-keeping and filing techniques

Correct English usage, grammar, spelling, punctuation and vocabulary

Oral and written communication skills

ABILITY TO:

Share information about best practices in child development

Perform a variety of clerical and receptionist duties

Operate a variety of assigned office equipment

Understand and follow oral and written instructions

Maintain records and files

Facilitate parent understanding, involvement and communication

Communicate effectively both orally and in writing

- Meet schedules and timelines
- Work as an effective team member
- Type at an accurate rate of speed
- Work cooperatively with parents, community members, agency staff and others
- Respond to the public with courtesy and tact
- Maintain confidentiality
- Operate a computer to complete reports and maintain data
- Lift and carry objects weighing up to 40 pounds
- Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

- Program Services Assistant II: High School graduate or GED and one year of clerical experience
- Program Services Assistant III: As above and 6 General Education College Units
- Program Services Assistant IV: High School graduate plus two years of clerical experience and 12 General Education College Units

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license
- Bilingual English/Spanish Required

WORKING CONDITIONS:

ENVIRONMENT:

- Office and classroom
- Constant interruptions

PHYSICAL ABILITIES:

- Dexterity of hands and fingers to operate a computer keyboard and standard office equipment
- Sitting or standing for extended periods of time
- Reaching overhead, above the shoulders and horizontally to store and retrieve files
- Bending at the waist, kneeling and squatting
- Lifting, pushing, pulling and carrying objects weighing up to 40 lbs.
- Driving a vehicle to carry out program activities
- Hearing and speaking to exchange information on the telephone or in person
- Seeing to read written documents

HAZARDS:

- Potential for contact with blood-borne pathogens and communicable diseases

Employee Group: Classified – Unrepresented

FLSA Status: Non-exempt

Salary Schedule: 220

Approval Date: November 2021