

CENTER FOR COMMUNITY ACTION

**JOB TITLE: INTAKE SPECIALIST/CLERICAL SUPPORT**

IMMEDIATE SUPERVISOR: LEAD ELIGIBILITY SPECIALIST

STARTING HOURLY RANGE: \$10.50-12.00/hr Full time, 35 hrs/wk, Non-Exempt Status

**Overall Responsibility:** Interview and assist applicants in applying for subsidized child care.

**Specific Duties:**

- 1 Interview individuals using a variety of standard interview and interaction techniques to determine eligibility and need for services.
- 2 Assist applicants in the completion of applications and declaration forms; elicit information on such matters as applicant earnings and financial obligations, parental status and living arrangements.
- 3 Assist Eligibility Specialist with client case load.
- 4 Establish and maintain case files; reviews documentation for accuracy, completeness and consistency; complete reporting requirements.
- 5 Distribute, explain, collect and review child care forms to ensure that providers are eligible for payment.
- 6 Refer clients calling the 800 number to the ELRC Hub Locations.
- 7 Communicate with parents and child care providers by phone, mail, electronically and in person to resolve problems.
- 8 Attend mandated trainings and meetings.
- 9 Other duties as may be required

**Qualifications:**

- 1 Completion of standard High School education or equivalent or, at a minimum, five (5) years experience in the social services sector.
- 2 Knowledge of Child Care Information Services regulations and associated child care programs.
- 3 Computer experience with Word, Excel, Access, Windows, and other software as required.
- 4 Good mathematical skills to conduct accurate income computations.
- 5 Excellent written, verbal and interpersonal communication skills; excellent organization skills.
- 6 Ability to adapt to a variety of situations and individuals, ability to work independently and also work on team projects.
- 7 Ability to maintain confidentiality regarding all agency business, employee, and client matters.
- 8 Reliable transportation and valid PA driver's license.
- 9 Act 33/34 Clearances

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Signature  
AA/EOE

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Date

Revised 08/28/17  
1/17/18