

**Central Valley Children's Services Network**  
**Job Description**

**POSITION:** Office Technician (Non-Exempt)

**DURATION:** Ongoing

**REPORTS TO:** F.I.N.D Care Program Manager

**JOB PURPOSE:**

An Office Technician in the FIND Care Department is responsible for offering vital clerical support to various programs within the department. This role involves managing and organizing documentation, ensuring smooth operational flow, and assisting in communication tasks. The technician also plays a key role in supporting the agency's administrative functions, including handling correspondence, maintaining records, and assisting with coordinating departmental activities. Their contribution is essential in streamlining processes and enhancing the efficiency of the department.

**SALARY & BENEFITS:**

- Range: \$37,065.60-\$39,374.40
- Health coverage
- Dental & vision insurance
- Paid sick/vacation
- Paid holidays
- Retirement plan

**ESSENTIAL FUNCTIONS**

- Dynamic communication & technical assistance
  - Provide expert assistance on incoming calls, ensuring top-tier support and information dissemination for the FIND Care Department.
  - Offer childcare referrals to callers and walk-ins, updating referral resources to maintain accuracy.
  - Deliver technical assistance to callers/walk-ins and conduct out-of-office field visits as needed.
- Inventory & resource management
  - Efficiently manage in-house supply orders, maintaining a well-organized stock of essential program and agency material.
  - Oversee a comprehensive inventory of consumer education materials for community events and program presentations.
  - Handle and move items as required for the logistical success of workshops and community outreach.
- Report & document preparation
  - Skillfully prepare detailed reports (daily to yearly) upon request for specialist activities, including CCIP, TrustLine, and special projects.
  - Contribute to program goal setting, tracking, and evaluation to ensure data-driven growth and operational success.
- Library & community support
  - Actively support library operations, including appointment management, inventory oversight, and the mobile library service.
  - Support KPL playgroups and community events to foster engagement with local families.
- Mail & provider correspondence
  - Process bulk mail with precision and maintain up-to-date mailing lists for consistent client communication.

- Draft recruitment letters for new providers and manage professional correspondence with former providers to support network growth.
- Event & training coordination
  - Facilitate participant registration for various trainings and meetings, adeptly scheduling facilities and making all necessary arrangements.
  - Attend relevant conferences and meetings to stay current on childcare trends and agency requirements.
- Data management & compliance
  - Maintain meticulous computer data, including TrustLine paperwork, professional development profiles, and active/inactive provider records within the agency database.
  - Ensure strict compliance with all program contracts and funding requirements at all times.
- Specialist support & systems innovation
  - Provide valuable support to R&R Specialists and Trainers to enhance overall departmental efficiency.
  - Play a creative role in establishing new systems and procedures to improve departmental processes.
  - Engage in monthly supervisory meetings and execute additional tasks as directed.

**COMMUNITY OUTREACH:**

- Uphold a positive agency representation.
- Build and sustain collaborative ties with community agencies for joint ventures and information sharing.
- Engage in agency event planning and execution.
- Advocate for children and parents within the legislative process.

**EXPECTIONS/ BEHAVIORS:**

- Ensure confidentiality at all times.
- Employ systematic problem-solving techniques.
- Exhibit professionalism in demeanor, interactions, and attire.
- Effectively relay job-associated policies and procedures.
- Operate well under pressure and meet deadlines.
- Cultivate relationships with a diverse range of individuals.
- Demonstrate team-oriented behavior and attitude.
- Maintain car insurance with minimum limits of \$100,000/\$300,000/\$100,000.
- Exhibit reliability and accountability.
- Display clear communication and documentation skills.
- Cooperate with team members and superiors.
- Maintain adequate work attendance.
- A valid California Driver's License.
- Remain drug-free.
- Be able to lift 25 LBS.

**REQUIRED SKILLS:**

- Exceptional customer service abilities.
- Exceptional organizational and multitasking abilities.
- Computer Proficiency.
- Detail-oriented.
- Flexible and adaptable to learn new skills.
- Data entry and record-keeping skills.
- Bilingual-Spanish preferred.

**QUALIFICATIONS:**

Education: High School Diploma or equivalent; additional certification or training in office administration or a related field is a plus.

Experience: Prior experience working in an office setting, with a preference for experience in administrative or clerical roles.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_